



འབྲུག་ཤྲོག་མེ་ལས་འཛིན།
Bhutan Power Corporation Limited
(An ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Certified Company)
Registered Office, Thimphu
Corporate Services Department
Support Services Division
Human Resource Management Section
Thimphu: Bhutan



BPC/SSD/HRMS/22/2026/46

June 26, 2026

**Internal Vacancy for the Position of Manager, Customer Services Section, DCSD, DD,
BPC, Thimphu**

Support Services Division is pleased to announce the internal vacancy for the post of Manager, Customer Services Section, Distribution & Customer Services Division. The details of the post are as follows:

- I. The Manager shall report to the General Manager of the Distribution & Customer Services Division.
- II. The Manager shall be responsible for all the functions of the section and following are the specific responsibilities:

A. Duties and Responsibilities:

1. Oversee the functioning of CSS under DD including the operation of Customer Care Center which operates 24 x 7.
2. Ensure the contact center system is up and running at all times with minimum interruption.
3. Monitor the HV and MV customers (checking of meter status, meter seal and testing the meter at regular interval) and ensure error-free metering and billing of all HV and MV customers.
4. Monitor and ensure achievement of TAT for all the services delivered by all the ESDs.
5. Responsible for the overall planning and strategizing of Energy Management and Customer Care of BPC.
6. Compile the requirement of meters and related items (such as smart phones and thermal papers) of the ESDs and submit requisition to PD for procurement on yearly basis.
7. Help head of Distribution Department in development of long-term strategy and policy guidelines for improvement of metering, billing and customer care in BPC.
8. Provide timely technical support and resolve all operational issues of the ESDs with regard to metering and billing of customers in BPC.
9. Ensure timely submission of monthly system performance data pertaining to CSS to internal and external stakeholders.
10. Carryout age analysis of dues and ask the ESDs to take timely action to improve collection efficiency.
11. Improve the capacity of manpower in the call center by providing necessary awareness on BPC's products and services, guidance and relevant training on regular basis.



ལྷོ། །འབྲུག་སྤྱི་ལམ་ལས་འཛིན།།
Bhutan Power Corporation Limited
(An ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Certified Company)
Registered Office, Thimphu
Corporate Services Department
Support Services Division
Human Resource Management Section
Thimphu: Bhutan



12. Responsible for achieving the yearly compact and targets related to CSS such as energy loss, collection efficiency etc.
13. Work out and raise monthly subsidy invoice to the Government and reconcile every year.
14. Carry out energy sales and revenue forecast for DD.
15. Facilitate infrastructure sharing (pole sharing) to all the Cable TV operators and government agencies.
16. Provide necessary support to other departments and divisions in implementing plans and programs for improving the customer services in BPC.
17. Coordinate and provide necessary support to DHI/Consultant for carrying out yearly Customer Satisfaction Survey.
18. Coordinate and ensure smooth O&M of EV charging stations.
19. Responsible for reporting to head of the DD on all matters related to Energy Management & Customer Care in BPC.
20. Any other works as assigned by the GM-DCSD, Director-DD and Management.

B. Qualification

- a. Minimum of Bachelor's degree in Engineering from a recognized University.

C. Grade

- a. A3 and above (Posting will be in the same grade)

D. Experience

- a. Must have served at least eight (8) years in BPC including 18 months of study leave

E. Knowledge, Skills and Ability Criteria

- a) Should have good technical knowledge.
- b) Excellent leadership skills and must be able to guide and lead a team.
- c) Excellent managerial capabilities.



འབྲུག་སྲིད་མེ་ལས་འཛིན།
Bhutan Power Corporation Limited
(An ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Certified Company)
Registered Office, Thimphu
Corporate Services Department
Support Services Division
Human Resource Management Section
Thimphu: Bhutan



- d) Excellent analytical, problem-solving and decision-making skills.
- e) Very good communication and writing skills.

F. Incentives

Entitled for communication allowance of Nu. 800 per month.

Interested candidates are requested to apply along with the following documents via email to Ms. Cheten Lhamo (chetenlhamo@bpc.bt) latest by **5:00 PM, July 03 (Friday), 2026**.

- 1) BPC Internal Job Application Form (<https://www.bpc.bt/downloads/>)
- 2) No Objection Certificate where relevant
- 3) Audit Clearance for Interview

(Rinchen Wangdi)
General Manager