

## **STANDARD OPERATING PROCEDURE FOR STAFF AT THE CUSTOMER SERVICE DESK**

*(Approved on 4 April 2025 by 25<sup>th</sup> Management Meeting)*

Customer care as the main focus of Thimphu Thromde Administration, it is important that the staff manning the customer care desk follow certain norms in their daily function. Therefore, the Customer Service Front Desk is divided into four desks and shall adhere to the following responsibilities:

### **A. Complaint Desk (CD)**

An official manning the CD must be polite at all times and shall:

- i. Be in the office from 09:00am sharp to 05:00pm.
- ii. Wish the client 'Kuzu Zangpola' the moment clients approach you.
- iii. Ask them for anything that you can do for them.
- iv. Listen carefully and take note of their grievances if the clients come in person or complain through calls (*names, address including call number of the clients must be noted*).
- v. Inform them to call back if the complaints are not redressed within 24 hours by the concerned officials (share the contact number of the CMD).
- vi. Share the grievances with the concerned divisions and sections or even technicians directly if a grievance is of small matter.
- vii. Constantly check the online complaint management system
- viii. Assign it to the concerned division and section heads for necessary actions.
- ix. Prepare a list of complaints that could not be resolved in the day and submit it to the follow up desk with a copy to the Supervisor.

### **B. Follow Up Desk**

An official in the follow up desk shall:

- i. Be in the office from 09:00am sharp to 05:00pm.
- ii. Browse through the online complaint management system and check if the complaints lodged are attended in 24 hours duration.
- iii. Call the concerned division/section heads or technicians for those complaints which are still in 'pending status.'
- iv. Check the google sheet where the in-person and through-call complaints have been recorded.
- v. Call the concerned division/section heads and get the information if the complaints lodged have been attended and redressed within 24 hours.
- vi. Ensure all complaints are attended and complaint loop closed.
- vii. Compile and submit the daily report to the supervisor

### **C. Approval Services Desk (ASD)**

An official in the ASD must be polite at all times and shall:

- i. Be in the office from 09:00am sharp to 05:00pm.
- ii. Wish the client 'Kuzu Zangpola' the moment clients approach you.
- iii. Ask them for anything that you can do for them.
- iv. Listen to the clients carefully if they seek clarification from you.
- v. Explain/give them the checklist of documents for the required services/approvals.
- vi. Receive their application (if they have come with an application) and check if the pre-requisite documents are attached.
- vii. Return their application in case if the documents are missing and explain what documents are missing as per checklist.
- viii. Inform them TATs for approvals;
- ix. Inform the clients to deposit registration fees with the revenue desk (garbage & amenities billing counter)
- x. Compile list of clients whose application has been accepted.
- xi. Hand it over to the concerned division and get it signed by the division head

- xii. Keep the record once the approvals are received and mention the date of the receipt of approval.
- xiii. Call the client and inform him/her that the approvals are ready to collect;
- xiv. Politely inform the client to deposit scrutiny fees for approvals with the revenue desk (garbage & amenities billing counter) and get the revenue receipt.
- xv. Put the dispatch number on the approval letter and hand it over to the client.
- xvi. Tally the amount of fees received with revenue desks (garbage & amenities billing counter).
- xvii. Prepare a daily report and submit it to the supervisor.