

**MANDATES AND TOR FOR SECRETARIAT DIVISION  
THIMPHU THROME OFFICE**

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

**MANDATES**

- Provide secretariat supports for the overall administration and management
- Develop appropriate procedures for smooth administrative functions
- Develop and enforce appropriate measures for efficient and effective management of Thromde resources including assets, machineries and office supplies.
- Develop human resource development and management plan for Thromde administration.
- Institute sound customer care system.

**Responsibility of the Chief Administrative Officer (CAO)**

As Head of the Secretariat Division, the CAO shall:

- Assist the Executive Secretary in overall administration and management of the Thromde Office.
- Coordinate and provide secretariat support to other divisions for improved public service delivery systems.
- Constantly monitor and support the customer service desk and periodically review and improve the public service delivery
- Develop appropriate procedures and measures that will enable the administrative function to operate smoothly and efficiently.
- Constantly monitor the functions of other sections and offices that are directly under the supervision of the Secretariat Division.
- Apprise the ES/management both issues and achievements of the secretariat division periodically.
- Carry out other tasks as may be assigned by the management/supervisor.

**Responsibility of the Human Resource Section**

The HRS shall:

- Develop HR development and management plan for Thromde Administration.
- Develop mechanisms to check employee's promotions and annual increments are developed for error-free updation into service book.
- Ensure timely updation of service books of the employees without errors.
- Frame capacity building/training policy that is fair and sustainable keeping in view of the succession planning.

- Ensure segregated employee datas (position-wise, gender-wise, division-wise, etc) are available at all times
- Ensure the workloads of the employees under the section are fairly and equally distributed.
- Carry out other tasks as may be assigned by the management/supervisor.

### **Responsibility of the Motor Transport Section/Office (MTO)**

The MTO shall:

- Maintain record and inventory of all types of vehicles and machineries
- Maintain documents of the vehicles and machineries up to date
- Maintain pool vehicles in running condition at all times.
- Ensure that the KM reading of the vehicles are taken both before movement and after arriving at the station;
- Verify the performance appraisals of the drivers in consultation with the Division Chiefs;
- Standardize the fuel consumption by machineries and vehicles;
- Ensure timely surrendering/auctioning of the off-road vehicles and machineries.
- Recommend any effective measures for efficient management of vehicles and machineries.
- Carry out other tasks as may be assigned by management/supervisor.

### **Responsibility of the Thromde Census and Civil Registration Office (CCRO)**

The CCRO shall be responsible for delivering seamless services to the public as follows:

- Process for birth and death registration of people.
- Process for census transfer of public
- Process and issue citizenship identity cards to the people
- Process for change of the head of households
- Update individual information including spouses of the people
- Facilitate change of name and age of people
- Issue household information and relationship certificate
- Issue of nationality certificate
- Conduct annual census of the people registered under Thromde administration
- Provide biometric services
- Process for naturalization and regularization of census

## **Responsibility of the ICT Section**

The ICT Office shall:

- Ensure to have IT equipment necessary for running systems.
- Maintain local area network and ensure smooth internet connectivity
- Support procurement of ICT- related types of equipment and softwares.
- Maintain and provide access to the IT systems hosted in the Thromde
- Technical support of websites excluding content management
- Support Thromde personnel on their daily ICT needs
- Manage Google Accounts for the Thromde Users
- Ensure Apps developed for improvement of service delivery to be functional at all times.
- Liaise with GovTech for ICT service improvement as well as for acquiring skills.
- Carry out other tasks as may be assigned by management/supervisor.

## **Responsibility of the Asset Manager**

The Asset Manager shall:

- Maintain asset inventory under Thromde and updates.
- Maintain all assets in good conditions.
- Propose/recommend effective measures for asset management to the management
- Ensure timely rent collection from commercial spaces and ensure maximum utilization of the spaces by the allottee.
- Execute tenancy agreements with tenants as per Tenance Act
- Ensure the rents from the assets are collected and deposited periodically.
- Reconcile rents collected and deposited with the Finance Division.
- Carry out other tasks as may be assigned by management/supervisor.

## **Responsibility of the Customer Service Desks**

The Customer Service Front Desk shall be divided into four desks and shall adhere to the following responsibilities:

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

- Attend to the clients both in person as well as through calls.
- Keep record of the complaints and grievances the clients have lodged

- Share/inform/assign the responsibility to the division/section heads concerned through online systems and calls.

**b. Follow Up Desk (FUD)**

- Constantly check in the system if the issues/complaints lodged in the previous day have been resolved.
- Follow up with the division/section heads on the un-attended issues
- Submit a daily report to the supervisor.

**c. Approval Services Desk (ASD)**

- Attend to clients applying for approval services
- Check if the clients have all the documents required for approval s/he is seeking.
- Receive service fee and deposit it to Revenue Section
- Ensure that the applications reach the relevant divisions/sections along with all the necessary documents.
- Ensure that the approvals are obtained within specified turn-around-time duration
- Inform and deliver approvals to the clients after the fees have been deposited.

**d. Water Billing Desk (WBD)**

- Collect water bills and deposit it to revenue accounts;
- Keep record of the daily revenue receipts and tally with the revenue section on a daily basis;
- Carry out other tasks as may be assigned by management/supervisor.