



## TERMS OF REFERENCE (TOR)

### Quality Control Officer

#### Overall Job Description

The Officer of Quality Control Unit shall primarily be responsible to facilitate and manage the quality check of food and essential commodities of Food Corporation of Bhutan Limited.

#### Specific Responsibilities:

##### 1. Provide Oversight and Guidance to RQCOs:

- Regularly communicate with Regional Quality Control Officers (RQCOs) to ensure alignment with overall quality control objectives.
- Collect and review reports from regional offices, summarizing key findings and addressing any issues.

##### 2. Plan, Manage, Coordinate, and Implement Quality Control Activities:

- Develop a comprehensive plan for quality control activities, ensuring it aligns with organizational goals.
- Coordinate with supervisors and RQCOs to implement quality control processes effectively.
- Monitor progress and adjust plans as necessary.

##### 3. Supervise Storage/Stacking of Food Items:

- Establish and enforce guidelines for proper storage and stacking of food items.
- Conduct regular inspections to ensure compliance with storage guidelines.

##### 4. Carry Out Disposal Meetings:

- Organize regular meetings to review and authorize the disposal of damaged or expired food and products.
- Collaborate with relevant stakeholders, including RQCOs and Physical Verification Officers, to streamline the disposal process.

##### 5. Ensure Compliance with Quality Standards and Laws:

- Develop and enforce standards for food and essential items distribution.
- Stay informed about relevant laws and policies in the Kingdom of Bhutan and ensure compliance.

##### 6. Liaise with Relevant Divisions and Regions:

- Foster effective communication with divisions and regional offices to address quality control concerns.
- Collaborate on cross-functional projects to improve overall quality management.

##### 7. Liaise with External Agencies:

- Establish and maintain relationships with external agencies such as BAFRA, BSB, and Consumer Protection.
- Collaborate on joint initiatives to enhance product quality and safety.

##### 8. Collaborate with International Certification Body:

- Coordinate with international certification bodies for laboratory testing of products.
- Ensure compliance with international quality standards.



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**9. Ensure Quality Handling of Food Products:**

- Implement and monitor procedures for the proper handling of quality food products throughout the supply chain.

**10. Formulate APC and Annual Budget:**

- Develop an Annual Procurement Plan (APC) in consultation with relevant employees.
- Formulate and manage the budget for the quality control unit, ensuring optimal resource allocation.

**Education & Experience Criteria**

The candidate must have a minimum qualification of Bachelor's Degree in Life Science.

**Personality Specification & Attributes**

- 1) Adaptability to corporate setting.
- 2) Patience and be able to work under pressure.
- 3) Excellent networking skills.
- 4) Good communication skills.
- 5) Ability to meet deadlines.

**Core Competencies**

- 1) Critical thinking & problem solving.
- 2) Planning and organizing.
- 3) Managing change.
- 4) Teamwork, Leadership skills and conflict management.
- 5) Commercial orientation.

**Salary & other benefits (As per FCBL SRR-2021)**

Following pay and allowance shall be provided.

- 1) Basic Pay of Nu. 20230/- per month (Not Negotiable)
- 2) Housing allowance of 20% of basic pay
- 3) Fix Variable Allowance: Nu. 12,225/-



## TERMS OF REFERENCE (TOR)

### Procurement Officer

#### Overall Job Description

The Procurement Officer shall primarily be responsible to facilitate and manage procurement of food and essential commodities of Food Corporation of Bhutan Limited.

#### Specific Responsibilities

- 1. Plan and Procure Essential Food Grain Items and FMCGs:**
  - Develop a comprehensive plan for the procurement of essential food grain items and Fast-Moving Consumer Goods (FMCGs).
  - Coordinate with relevant stakeholders to ensure the replenishment of stock across all FCBL outlets.
- 2. Timely Procure and Distribute National Food Security Reserve Stocks:**
  - Ensure the timely procurement and distribution of National Food Security Reserve Stocks.
  - Collaborate with key stakeholders to meet national food security objectives.
- 3. Act as Member Secretary to the FG & FMCG Procurement Committee:**
  - Facilitate the activities of the procurement committee, ensuring smooth proceedings and documentation.
  - Provide necessary support and coordination for decision-making.
- 4. Prepare Annual Budget and APC:**
  - Develop the annual budget for procurement activities.
  - Prepare the Annual Performance Compact (APC) to guide the performance throughout the year.
- 5. Follow Up on Dispatch of Consignments:**
  - Monitor and follow up on the dispatch of consignments to ensure goods reach their destinations in a timely manner.
  - Address any issues or delays in the delivery process.
- 6. Coordinate and Communicate with Suppliers and Regions:**
  - Establish effective communication channels with suppliers for streamlined procurement processes.
  - Communicate with regional offices to gather requirements and address any procurement-related concerns.
- 7. Attend to Procurement Related Issues:**
  - Address and resolve any issues that arise during the procurement process.
  - Work with relevant teams to find solutions to procurement challenges.
- 8. Input Purchase Orders in the ERP System:**
  - Ensure accurate and timely input of purchase orders into the Enterprise Resource Planning (ERP) system.
  - Maintain data integrity and completeness in the procurement records.
- 9. Liaise with Regions for Timely Procurement and Distribution:**
  - Collaborate with regional offices to understand their procurement needs.



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- Facilitate the timely procurement and distribution of goods to meet the demands.
10. **Analyze Procurement Trends:**
- Conduct analysis on procurement data to identify trends and patterns.
  - Use insights to improve procurement strategies and optimize processes.
11. **Plan, Prepare, and Propose Changes in Procurement Guidelines:**
- Continuously assess the business modality and market dynamics.
  - Propose necessary changes to procurement guidelines to adapt to evolving conditions and enhance efficiency.

### Education & Experience Criteria

The candidate must have a minimum qualification of Bachelor's Degree in B. Com/BBA

### Personality Specification & Attributes

- 1) Adaptability to corporate setting.
- 2) Patience and be able to work under pressure.
- 3) Excellent networking skills.
- 4) Good communication skills.
- 5) Ability to meet deadlines.

### Core Competencies

- 1) Critical thinking & problem solving.
- 2) Planning and organizing.
- 3) Managing change.
- 4) Teamwork, Leadership skills and conflict management.
- 5) Commercial orientation.

### Salary & other benefits (As per FCBL SRR-2021)

Following pay and allowance shall be provided.

- 1) Basic Pay of Nu. 20230/- per month (Not Negotiable)
- 2) Housing allowance of 20% of basic pay
- 3) Fix Variable Allowance: Nu. 12,225/-



## TERMS OF REFERENCE (TOR)

### Finance Officer

#### Overall Job Description

The Finance Officer shall primarily be responsible to facilitate and manage financial performance of Food Corporation of Bhutan Limited.

#### Specific Responsibilities

- 1. Provide Insight on Spending Trends and Cost-Savings:**
  - Analyze historical spending patterns to identify trends.
  - Propose cost-saving initiatives and strategies to enhance margins.
  - Explore opportunities to optimize operational costs.
- 2. Interpret Financial Information to Managerial Staff:**
  - Translate complex financial data into understandable insights for managerial staff.
  - Offer recommendations for strategic decisions based on financial analysis.
- 3. Analyze Costs, Pricing, Variable Contributions, Sales Results:**
  - Conduct a comprehensive analysis of costs, pricing strategies, and variable contributions.
  - Compare actual sales performance with business plans and recommend adjustments.
- 4. Verify Staff Claims, Including Travels:**
  - Scrutinize and verify staff claims, especially those related to travel expenses.
  - Ensure adherence to company policies and guidelines.
- 5. Monitor Timely Follow-Up of Imprest and Advance Adjustments:**
  - Oversee the prompt adjustment of imprest and advances.
  - Collaborate with relevant divisions to streamline the adjustment process.
- 6. Update Monthly Rent Adjustment:**
  - Ensure accurate recording of monthly rent adjustments in the accounting books.
  - Follow up on any discrepancies or issues related to rent adjustments.
- 7. Monitor Cash Flow:**
  - Regularly track and analyze cash flow for all FCBL entities.
  - Provide insights and recommendations for effective fund management.
- 8. Monitor Daily Fund Transfers:**
  - Oversee daily fund transfers in BOBL and BDBL bank accounts.
  - Optimize fund management through timely and efficient transfers.
- 9. Monitor Advance Overall PoL (Point of Limit) and Conduct Ledger Reconciliation:**
  - Keep a close eye on advances related to the Point of Limit.
  - Conduct regular ledger reconciliations to ensure accuracy.
- 10. Ensure Accuracy of Financial Documents from Creditors:**
  - Scrutinize financial documents related to claims from creditors.
  - Conduct quarterly ledger reconciliations based on reports from divisions.
- 11. Monitor Cash-Related Transactions and Sign Cash Vouchers:**
  - Oversee cash transactions, ensuring compliance with financial policies.
  - Verify and sign cash vouchers generated at the Head Office.





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**12. Carry Out Overall Monthly Reconciliation of Central Store Issued Transactions:**

- Reconcile transactions related to the central store on a monthly basis.
- Submit reconciliation reports to the Head of the Finance and Accounting Division (FAD).

**13. Monthly Reconciliation of Purchase and Sales:**

- Reconcile monthly reports of purchase and sales from relevant divisions and regions.
- Identify and address any discrepancies in the records.

**14. Monitor and Reconcile Overall Ledger:**

- Regularly monitor and reconcile the overall ledger.
- Make necessary adjustment entries in the books of accounts for accuracy.

**Education & Experience Criteria**

The candidate must have a minimum qualification of Bachelor's Degree in B. Com/BBA (Major in Finance)

**Personality Specification & Attributes**

- 1) Adaptability to corporate setting.
- 2) Patience and be able to work under pressure.
- 3) Excellent networking skills.
- 4) Good communication skills.
- 5) Ability to meet deadlines.

**Core Competencies**

- 1) Critical thinking & problem solving.
- 2) Planning and organizing.
- 3) Managing change.
- 4) Teamwork, Leadership skills and conflict management.
- 5) Commercial orientation.

**Salary & other benefits (As per FCBL SRR-2021)**

Following pay and allowance shall be provided.

- 1) Basic Pay of Nu. 20230/- per month (Not Negotiable)
- 2) Housing allowance of 20% of basic pay
- 3) Fix Variable Allowance: Nu. 12,225/-



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**TERMS OF REFERENCE (TOR)**  
**ICT Programmer/Developer**

**Overall Job Description;**

Programmer/developer will be responsible for developing and maintaining Enterprise Resource Planning (ERP) software program that already exist in the FCBL or to be developed afresh. This would also include customization/reporting requirements for off-the shelf software solutions.

**Key Responsibilities:**

- 1) Understanding of the ICT solutions and infrastructure existing in the FCBL.
- 2) Understand overall operations of the FCBL.
- 3) Identify and assess need for changes/modifications/development of new software solutions.
- 4) Discuss, understand and document changes/new development requirements originating from various Divisions/Units within the FCBL or from Regions and Depots.
- 5) Develop methodology based on best practice for coding, maintenance and safe storage of software codes and tools.
- 6) Understanding the databases in existence in the FCBL.
- 7) Develop and support testing process and methodologies for testing of software's developed internally.
- 8) Track and manage changes/new developments related requirements.
- 9) Deliver the requirements on time.
- 10) Maintain continuous operation of the FCBL ERP database server, maintaining 24/7 uptime.
- 11) Train the end users on the software application.
- 12) Carry out data administration tasks including correction services.
- 13) Maintain daily database backup of the ERP system.
- 14) Any other duties that may be assigned by the supervisor.

**Areas of Contribution:**

- 1) Timely response to changes/new development requirements/data administration services.
- 2) Maintenance of documentation related to various changes/new development requests.
- 3) Inculcate best practice in development activities including security features based on standard global practice.
- 4) Ability to understand the requirements and also provide suggestions from the solution point of view.
- 5) Ability to track and escalate software related issues where required.



### **Authorities & Decision Making:**

- 1) To assess review of program codes and suggest improvements.
- 2) Arrange for testing of solutions developed/changes made to existing systems and analyze the test results.
- 3) Call for meetings to engage the end users/ business for discussions.

### **Experience & Knowledge Required:**

**Experience:** At least 1 year of experience working in software development, specializing in *PHP with Zend Framework and MySQL Database* in a leading firm as an IT Programmer. The candidate should possess comprehensive knowledge and experience with *Linux Operating System (CentOS), Network Infrastructures and various Telecommunications and Security Infrastructures.*

**Skills required:** Good written and oral communications, preferably in English and local language as well as ability to maintain inter-personal relationships. Ability to understand and absorb new technologies and interest in continuous learning.

### **Complexity & Judgment:**

Impact of changes in system settings from business as well as performance aspects. Determine need for customization of system functionalities. Based on emerging business plans of the FCBL, identify potential customizations/enhancements requirements.

### **Freedom of Decision-Making:**

Recommend tools required for the job role. Carryout review of software codes and suggest for improvement. Design and recommend to the supervisor the most appropriate solution for implementation. Use of various open software tools for improving efficiency.

### **Salary & other benefits (As per FCBL SRR-2021)**

Following pay and allowance shall be provided.

- 1) Basic Pay of Nu. 20230/- per month (Not Negotiable)
- 2) Housing allowance of 20% of basic pay
- 3) Fix Allowance: Nu. 12,225/-





## TERMS OF REFERENCE (TOR)

### Wholesale In-Charge

#### 1. Overall Job Description

The Depot IN Charge shall primarily be responsible to facilitate and manage the daily operations of the depot.

#### 2. Specific Responsibilities

- 1) Submit Indent to the respective Regional Warehouse.
- 2) Receipt and sale of Stocks.
- 3) Customer acquisition and retention.
- 4) Credit Follow up and submission of report to respective Business Manager.
- 5) Physical Stock verification and reconciliation.
- 6) Market information submission to respective Regional Business Manager.
- 7) Quality inspection, verification and Report Submission to respective service manager.
- 8) Prepare Annual Performance Compact and submit to Immediate Supervisor.
- 9) Ensure Proper Warehouse Management.
- 10) Maintain Cash book.
- 11) Timely (Daily) deposit of Cash and Cheque.
- 12) Daily Physical verification of cash.
- 13) Bank reconciliation of the respective bank account.
- 14) Monthly stock, cash and Bank reports submission to the respective region.
- 15) Timely settlement of expenses and utility bills with the respective region as per FCBL Financial and Accounting Manual 2022.
- 16) Facilitate RNR marketing.
- 17) Liaise with HQ, Regional Office for operation of respective depot and activities.

#### 3. Education & Experience Criteria

The candidate must have a minimum qualification of Class XII graduate with minimum 4 years of work experience in relevant field.

#### 4. Personality Specification & Attributes

- 1) Adaptability to corporate setting.
- 2) Patience and be able to work under pressure.
- 3) Excellent networking skills.
- 4) Good communication skills.
- 5) Ability to meet deadlines.

#### 5. Core Competencies

- 1) Critical thinking & problem solving.
- 2) Planning and organizing.
- 3) Managing change.
- 4) Teamwork.
- 5) Conflict management.



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6) Commercial orientation.

**6. Salary & other benefits (As per FCBL SRR-2021)**

Following pay and allowance shall be provided.

- 1) Basic Pay of Nu. 14450/- per month (Not Negotiable)
- 2) Housing allowance of 20% of basic pay
- 3) Fixed Allowance: Nu. 9000/-



**TERMS OF REFERENCE (TOR)**  
**Cold Store Operator**

**Overall Job Description**

The Finance Officer shall primarily be responsible to facilitate and manage financial performance of Food Corporation of Bhutan Limited.

**Specific Responsibilities**

**1. Facility Operation:**

- Oversee the day-to-day operations of the cold storage facility.
- Monitor and control temperature and humidity levels within specified ranges.
- Ensure compliance with health and safety regulations.

**2. Inventory Management:**

- Receive, inspect, and record incoming goods.
- Organize and manage the storage of products based on temperature requirements and shelf life.
- Conduct regular inventory checks and report any discrepancies.

**3. Equipment Maintenance:**

- Perform routine maintenance on refrigeration units, HVAC systems, and other cold storage equipment.
- Coordinate with maintenance staff to address any malfunctions promptly.
- Keep records of equipment maintenance activities.

**4. Quality Assurance:**

- Implement and maintain quality control procedures for stored products.
- Conduct regular inspections of stored items for quality and integrity.
- Report any quality issues and take corrective actions as necessary.

**5. Security and Access Control:**

- Implement security measures to prevent unauthorized access.
- Monitor access to the cold storage facility.
- Collaborate with security personnel to ensure the safety of stored goods.



#### 6. Documentation and Record Keeping:

- Maintain accurate records of incoming and outgoing products.
- Prepare and submit daily, weekly, and monthly reports as required.
- Document any incidents, damages, or deviations from standard procedures.

#### 7. Communication:

- Communicate effectively with suppliers, clients, and internal stakeholders.
- Collaborate with logistics and procurement teams to coordinate the timely receipt and dispatch of goods.
- Report any operational issues to the relevant authorities.

#### 8. Emergency Response:

- Develop and implement emergency response procedures for power outages, equipment failures, or other critical incidents.
- Conduct regular drills to ensure staff are well-prepared for emergencies.

#### Education & Experience Criteria:

The candidate must have a minimum of class XII graduate; additional technical certifications in refrigeration or cold storage management. Proven experience in cold storage facility operations and knowledge of refrigeration systems and temperature control.

#### Personality Specification & Attributes

- 1) Adaptability to corporate setting.
- 2) Patience and be able to work under pressure.
- 3) Excellent networking skills.
- 4) Good communication skills.
- 5) Ability to meet deadlines.

#### Core Competencies

- 1) Critical thinking & problem solving.
- 2) Planning and organizing.
- 3) Managing change.
- 4) Teamwork, Leadership skills and conflict management.
- 5) Commercial orientation.

#### Salary & other benefits (As per FCBL SRR-2021)

Following pay and allowance shall be provided.

- 1) Basic Pay of Nu. 14450/- per month (Not Negotiable)
- 2) Housing allowance of 20% of basic pay
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