

# **Terms of Reference for Chief Executive Officer (CEO) Bhutan Postal Corporation Limited**

## **1. Overview**

1. Employer: Bhutan Postal Corporation Limited
2. Industry: Postal, Courier, and Logistics Services
3. Location: Thimphu:11001, Bhutan
4. Position: Chief Executive Officer (CEO)
5. Employment Type: Contract for 3 years and eligible for only one-time non-competitive extension/reappointment subject to fulfillment of reappointment conditions as per CG Guidelines 2019.

## **2. Introduction**

Bhutan Postal Corporation Limited, operating as Bhutan Post, as the designated Operator of Bhutan. The Corporation was established under the Bhutan Postal Corporation Act 1999 and is incorporated under the Companies Act of Bhutan 2016. It is a State-Owned Enterprise, wholly owned by the Royal Government of Bhutan (RGoB), represented by the Ministry of Finance.

As the designated Operator, Bhutan Post is entrusted with providing universal postal services across the Kingdom, with a particular emphasis on connecting remote and rural communities, supporting e-commerce, and enhancing last-mile delivery. The Corporation operates on commercial principles while fulfilling its Universal Service Obligation.

## **3. Position Summary**

The Chief Executive Officer (CEO) is the senior-most executive of the Corporation and reports directly to the Board of Directors. The Board is responsible for appointing, evaluating, and, if necessary, removing or replacing the CEO.

The CEO's primary responsibilities include:

1. Providing overall strategic leadership and direction to achieve the Corporation's vision, mission, and mandates.

2. Formulating, recommending, and implementing long-term strategies and corporate plans as approved by the Board.
3. Managing day-to-day operations and administration in accordance with Board-approved policies and directives.
4. Being accountable to the Board for the overall performance, management, and operations of the Corporation.
5. Ensuring financial sustainability through prudent management and commercially sound strategies.

#### **4. Responsibilities**

##### **4.1 General Management**

The CEO shall report to the Board of Directors and will be responsible for:

1. Managing day-to-day operations in compliance with the Corporation's rules, policies, and Board directives.
2. Leading the executive management team and ensuring effective administration of people, resources, and systems.
3. Ensuring all functional and operational activities are conducted efficiently and effectively.
4. Implementing Board-approved plans, policies, and performance targets.
5. Exercising delegated authorities responsibly and referring matters beyond authority to the Board.
6. Keeping the Board fully informed of all significant matters, ensuring timely and accurate information for decision-making.
7. Reporting any misuse of funds or property, potential litigation, or significant operational risks.
8. Notifying the Board regarding Directors' term expires.
9. Performing additional responsibilities as assigned by the Board.

## **4.2 Strategic Management**

The CEO shall:

1. Provide strategic leadership to achieve the Corporation's vision and objectives, including establishing partnerships with international postal and logistics organizations and obligations arising from UPU/APPU Conventions, Mandates & Requirements.
2. Formulate, recommend, and implement long-term strategies and corporate plans for Board approval.
3. Develop corporate strategies and operational plans to enhance efficiency and effectiveness of programs and services.

## **4.3 Operational Management**

The CEO shall ensure:

1. Develop and improve company policies, processes and systems including digital initiatives.
2. Planning, monitoring, and evaluating organizational and management performance.
3. Promotion of good corporate governance through robust reporting, auditing, risk management, and internal controls
4. Development, implementation, and management of annual operating and capital budgets in line with financial guidelines and approved plans.
5. Strengthening and improvement of mail delivery and postal services nationwide, with a focus on last-mile delivery.
6. Establishment and maintenance of corporate policies, standards, costing systems, and procurement mechanisms to optimize efficiency and minimize costs.
7. Financial sustainability through sound management, commercial strategies, and planning mechanisms.
8. Enhance overall efficiency through adoption of digitalization and relevant technologies
9. Authorization of corporate resources to ensure timely execution of operational plans.
10. Execution of agreements and contracts within the ordinary course of business while reporting major commitments and risks to the Board.

#### **4.4 Human Resources Management and Development**

The CEO shall:

1. Develop and adopt HR Master Plan with oversight of the Board.
2. Build and maintain an effective management team, develop professional capabilities, and ensure accountability.
3. Recruit, motivate, and retain high-caliber staff in accordance with personnel policies and budgetary provisions.
4. Foster a performance-driven culture with clear targets, evaluations, and appropriate rewards or corrective actions.
5. Promote leadership development through timely coaching and mentoring and succession planning for key positions.
6. Encourage a corporate culture based on ethical conduct, integrity, transparency, and accountability.

#### **4.5 Stakeholder and Relationship Management.**

The CEO shall:

1. Maintain strong working relationships with Government institutions, Board of Directors, executive team, and stakeholders.
2. Serve as the primary interface with stakeholders, safeguarding the Corporation's reputation and public image.
3. Represent Bhutan Post in national and international forums, events, business meetings, and public engagements as required.

#### **4.6 Compliance, Risk Management, and Corporate Governance**

The CEO shall:

1. Identify, adopt and implement, risk management strategies with oversight of the Board.
2. Ensure compliance to all UPU/APPU rules/regulations and standards.
3. Ensure compliance with all applicable laws, regulations, ethical standards and reporting requirements.
4. Implement effective control mechanisms to safeguard the Corporation's assets.

5. Uphold high standards of integrity, work ethics, and corporate governance.
6. Identify and communicate material risks to the Board with mitigation plans.
7. Ensure resolution of past audit issues and implement measures to prevent recurrence.
8. Facilitate the timely and efficient conduct of internal audits.
9. Facilitate timely conduct of statutory audit and approval by the Board.

## **5. Qualification & Experience**

1. Education: Minimum qualifications of Bachelor's Degree, preferably with Master's Degree in Business, Finance, Commerce, Economics, Accounts, or relevant field.
2. Experience: At least 15 years work experience, which should include a minimum 2 years at senior managerial level (P1A and above in Civil Service; General Manager or equivalent Position).
3. Study Credit: Up to 18 months of study may be counted as active service.
4. Age: Must not exceed 55 years as of the application deadline
5. The incumbent Directors of State Enterprises shall not be eligible to apply for the position of CEO and
6. Notwithstanding the above (5.5), the incumbent Directors may resign from the Board prior to applying for the Post of CEO.
7. Should have completed the minimum "cooling off period" of one year if they participated in politics in line with clause 119.6 of the CG guideline 2019.

## **6. Skills, Knowledge, and Attributes**

The CEO must have demonstrated track record for:

1. Excellent leadership and managerial skills.
2. Strong strategic orientation with the ability to translate Board decisions into actionable plans.
3. Exceptional analytical, problem-solving, and decision-making abilities.
4. Proficiency in negotiation and client/stakeholder management.
5. Strong oral and written communication skills.
6. Unquestionable integrity and adherence to business ethics.
7. Excellent interpersonal skills for building meaningful stakeholder relationships.

8. In-depth understanding of the postal, logistics, and courier sector.
9. Ability to deliver results within deadlines.

## **7. Employment Type and Tenure**

The selected candidate for the position of Chief Executive Officer (CEO) will be appointed on a contract basis for a period of three (3) years. The contract may be renewed based on performance, subject to a maximum of two terms, in accordance with the Corporate Governance Rules and Regulations, 2019.

## **8. Salary & Other Benefits**

1. Pay Scale: Nu. 75,000 – 1,875 – 103,125.
2. Contract Allowance: The maximum contract allowance shall be as per the Clause 11 of the Ministry of Finance's notification on *Pay Structure Reforms and Pay Revision for State-Owned Enterprises (SoEs)* and subjected to negotiations and settled by the Board.
3. Fixed Allowance: Nu. 45,000 per month.
4. Leave Travel Concession (LTC): Nu. 1,250 per month.
5. Performance-Based Variable (PBV): Maximum of 25% of the annual basic pay, subject to the fulfillment of the Annual Performance Compact signed between the Ministry of Finance (MoF) and BPCL and as approved by the BPCL Board.
6. Other Benefits: As per the BPCL Service Rules and Regulations, 2024.

## **9. Mandatory Documents (to be submitted with application)**

1. Job Application form
2. Curriculum Vitae (CV) with detailed information on education and professional experience.
3. Copies of Academic Documents, including Degree/Master's certificates and academic transcripts (TC).
4. Copy of a valid Citizenship Identity Card (CID).
5. Valid Security Clearance Certificate (approved online).
6. Valid Audit Clearance Certificate.

7. Documentary proof from the concerned agency confirming a minimum of 15 years of work experience.
8. Copy of appointment or promotion letter indicating P1A/General Manager level or a higher position from the last employer.
9. Names and contact details of two referees (not related to the applicant), including one referee from the current or most recent employer.

**Note:** Applications that do not include any of the above-mentioned documents, either partially or in full, shall be rejected without assigning any reason.

*Additionally, the following documents shall be produced by the candidate selected as CEO, prior to his/her appointment:*

1. No objection certificate letter from the employer, if currently employed.
2. Valid medical fitness certificate.

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