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Factory Locations: Wangchutaba, Thimphu & Lingmethang, Mongar
Corporate Office: Post Box No.329, Thimphu, Bhutan

Bhutan Agro Industries Limited Terms of Reference (ToR) Administrative Assistant-III

1. Position Details

- **Position Title** : Admin Assistant-I cum IT Associate
- **Level/Grade** : O2/Gr-XII
- **Duty Station** : Lingmethang Plant
- **Reports to** : Administrative Officer, Lingmethang Plant
- **Employment Type** : Regular

2. Job Purpose

To provide comprehensive administrative and HR support to the Plant Head and the plant operations, ensuring efficient office management, IT coordination, and smooth execution of day-to-day administrative functions

3. Key Responsibilities

- Draft office orders, notesheets, and other official correspondence as required.
- Maintain and update staff lists, leave records, and other HR-related documentation.
- Assist in IT-related tasks, including maintenance of computers, server backups, and system troubleshooting.
- Manage and update the company's social media platforms to enhance brand visibility.
- Maintain and support the **Tally ERP Next system**, ensuring accurate data entry and system functionality.
- Coordinate guest ushering and ensure a welcoming environment for visitors.
- Assist the Plant Head with day-to-day administrative and secretarial tasks.
- Support in organizing meetings, maintaining records, and ensuring office supplies are managed.
- Perform any other duties assigned by the Management as required.

4. Qualifications & Experience

- **Minimum Qualification:** Class XII passed +Diploma in IT
- **Additional Requirement:** Certificate in **Tally Accounting Soft**
- Prior experience in administration, HR support, or IT coordination will be an added advantage.
- Basic understanding of ERP systems (preferably ERP Next).

5. Skills & Competencies

- Strong interpersonal and communication skills.
- Strong organizational and multitasking abilities.
- Good written and verbal communication skills.
- Proficiency in Tally, ERP Next, and Microsoft Office applications.
- Basic IT skills, including computer maintenance and server backup.
- Professional demeanor with hospitality and guest management skills.
- Ability to work independently and maintain confidentiality.
- Proactive, reliable, and detail-oriented



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Bhutan Agro Industries Limited

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6. Remuneration & Benefits:

- Basic Pay : 14,450/- (Pay Scale: 14450- 21650).
- Fixed Allowance 65% : 9,392.5/-
- HRA : 3,500/-
- LTC : 14,450/- annually
- Encashment : 14,450/- annually
- PF :15% from the company
- Bonus (2 months' salary) : based on performance
- PBVP-10% : based on performance



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Bhutan Agro Industries Limited Terms of Reference (ToR) Lab Assistant-III

1. Position Details

- **Position Title** : Lab Assistant-III
- **Level/Grade** : O4/Gr-XIV
- **Duty Station** : Wangchutaba Plant, Thimphu
- **Reports to** : Asst. Manager (QC), Wangchutaba Plant
- **Employment Type** : Regular

2. Job Purpose

To monitor product quality and ensure that all products meet food safety standards before release. The position is responsible for conducting quality inspections across all stages of production, maintaining accurate documentation, ensuring compliance with testing protocols, and contributing to process improvements to achieve organizational quality targets.

3. Key Responsibilities

- Monitor quality of products on a batch-wise basis and ensure products are passed as per food safety standards.
- Conduct 100% conformity inspection of all incoming raw materials.
- Maintain finished goods (expire and damage) at 0.20% of total production.
- Support production teams to achieve targets as per sales requirements.
- Monitor and report waste percentages in packaging and apple waste.
- Perform quality tests as per standard protocols, including:
 - Aqua Snap Testing
 - Swab Testing
 - Torque Testing
 - Hand Swab
 - Nozzle Testing
- Handle laboratory equipment with proper care, including in-house and external calibration, documentation, and maintenance.
- Conduct sample collection and preparation procedures, including:
 - Counter sample collection
 - Shelf-life testing
 - Cut-off test
- Conduct product sampling at NFTL at defined intervals.
- Conduct timely cold storage inspections to ensure proper storage conditions.
- Prepare and submit BOD and COD test reports monthly.
- Maintain proper documentation and records of all quality control activities.
- Report test results timely and accurately with clarity in documentation.
- Submit timely requisition for counter samples and chemicals.



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- Maintain inventory of chemicals and ensure adequate stock.
- Provide suggestions for process improvement based on observations and testing outcomes.
- Participate during audits, inspections, and visitor tours as required.
- Practice Good Laboratory Practices (GLP) in both laboratories.
- Conduct proper handover and takeover at the end of work shift.
- Be responsive to feedback related to QC work, including social media communication regarding product quality.
- Learn and apply new testing techniques as introduced.
- Complete all assigned tasks within the given timeframe.
- Perform any other duties assigned by the Management as required.

4. Qualifications & Experience

- **Minimum Qualification: Class XII passed with Science background.**
- **Additional Requirement:** Certificate in Food Technology, Food Science, Microbiology, Chemistry, or a related field is preferred.
- Preferably: Minimum 1–2 years of relevant experience in quality control or laboratory testing in a food or beverage processing industry.

5. Skills & Competencies

- Proficiency in laboratory testing techniques (microbiological, chemical, and physical testing).
- Knowledge of sampling procedures, shelf-life studies, and quality documentation.
- Familiarity with laboratory equipment calibration and maintenance.
- Strong attention to detail and accuracy in testing and documentation.
- Good organizational and record-keeping skills.
- Ability to work in shifts and handle multiple tasks under time constraints.
- Basic computer proficiency for data entry and reporting.
- Good communication skills for coordination with production and QC teams.
- Honest, diligent, and result-driven attitude.
- Commitment to continuous learning and improvement.

6. Remuneration & Benefits:

- Basic Pay : 13,095/- (Pay Scale: 13095- 325-19,595).
- Fixed Allowance 65% : 8,511.75/-
- HRA : 3,500/-
- LTC : 13,095/- annually
- Encashment : 13,095/- annually
- PF :15% from the company
- Bonus (2 months' salary) : based on performance
- PBVP-10% : based on performance





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Bhutan Agro Industries Limited Terms of Reference (ToR) Technician – I

1. Position Details

- **Position Title** : Technician-I
- **Level/Grade** : O2/Gr-XII
- **Duty Station** : Wangchutaba Plant
- **Reports to** : Maintenance Head
- **Employment Type** : Regular

2. Job Purpose

To ensure smooth and uninterrupted operation of production machinery by carrying out preventive maintenance, timely repairs, and supporting installation and calibration of equipment used in producing mineral water, hot-fill juices, warm-fill juices, pickles, and jams.

3. Key Responsibilities

- Perform preventive and corrective maintenance of mechanical and electrical systems, including blowing, filling, pressurizing, shrink-wrapping, cooling, and conveyor equipment.
- Troubleshoot faults, replace defective parts, and minimize downtime.
- Prepare and execute preventive maintenance plans; maintain plant and machinery logbooks.
- Coordinate daily work schedules, repair activities, and maintenance with production teams to avoid disruptions.
- Submit advance requisitions for spare parts and manage inventory control.
- Monitor plant and machinery safety compliance and report any hazards.
- Assist in installation, calibration, testing, and adoption of new technology/machinery.
- Maintain detailed breakdown records and maintenance logs.
- Provide technical guidance and training support to operators.
- Innovate and recommend improvements in plant, machinery, and processes.
- Undertake any other responsibilities assigned from time to time.

4. Qualifications & Experience

- Class XII passed with Certificate in Mechanical NC2/NC3
- Hands-on skills in mechanical and basic electrical repairs.
- Knowledge of preventive maintenance techniques and safety protocols.

5. Skills & Competencies

- Strong troubleshooting skills and attention to detail.
- Ability to work under pressure and in a team.
- Familiarity with technical manuals and engineering drawings.



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6. Remuneration & Benefits:

- Basic Pay : 14,450/- (Pay Scale: 14,450- 360-21,650).
- Fixed Allowance 65% : 9,392.5/-
- HRA : 3500/-
- LTC : 14,450/- annually
- Encashment : 14,450/- annually
- PF from company : 15% monthly
- Bonus (2 months' salary) : based on performance
- PBVP-10% : based on performance



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Bhutan Agro Industries Limited Terms of Reference (ToR) Asst. Manager (R&D)

1. Position Details

- **Position Title** : Asst. Manager (R&D)
- **Level/Grade** : S1/Gr-VIII
- **Duty Station** : Head Office, Thimphu
- **Reports to** : Manager, R&D
- **Employment Type** : Regular

2. Job Purpose

To lead the research and development initiatives of Bhutan Agro Industries Limited by driving innovation in product development utilizing locally available raw materials, upgrading technology to meet latest industry standards, and modernizing product packaging in line with market trends. The role is also responsible for continual product improvement, quality enhancement, and cost optimization to ensure competitiveness and sustainability.

3. Key Responsibilities

- **New Product Development:**
 - Identify, research, and develop new food and beverage products using locally available raw materials to reduce import dependency and promote local agriculture.
 - Conduct bench-top trials, pilot runs, and scale-up activities to transition new products from concept to commercial production.
- **Technology Upgradation:**
 - Evaluate and recommend new processing technologies, equipment, and automation systems to align with the latest industry standards.
 - Lead the implementation of technology upgrades in collaboration with production and maintenance teams to improve efficiency, yield, and product consistency.
- **Packaging Innovation:**
 - Research and develop innovative, sustainable, and cost-effective packaging solutions that align with current market trends, consumer preferences, and regulatory requirements.
 - Conduct packaging compatibility tests to ensure product shelf-life, safety, and visual appeal.
- **Production Quality & Process Improvement:**
 - Work closely with the Quality Control and Production teams to identify areas for process optimization that enhance product quality and consistency.
 - Establish quality parameters for new and existing products and monitor adherence during production trials.





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- **Continual Product Improvement & Cost Efficiency:**
 - Lead initiatives for the ongoing improvement of existing products, focusing on sensory attributes, nutritional profile, and shelf-life.
 - Identify and implement cost-saving measures in formulation, processing, and packaging without compromising quality or safety.
 - Conduct value engineering and ingredient substitution studies to optimize production costs.
- **Documentation & Compliance:**
 - Prepare and maintain detailed records of R&D activities, including formulations, trial reports, sensory evaluations, and cost analyses.
 - Ensure all new products and processes comply with **BFDA, HACCP, ISO, and FSSC Version 6** standards.
 - Support the documentation required for certifications and recertifications related to new products or processes.
- **Cross-functional Collaboration:**
 - Coordinate with Procurement/Farmer Support Division to source and evaluate new local raw materials and packaging materials.
 - Liaise with Marketing to understand consumer insights, market trends, and to develop products that meet market demands.
 - Provide training to production staff on new processes, formulations, and quality standards.
- **Reporting & Analysis:**
 - Submit regular progress reports on R&D projects, including timelines, milestones, budget utilization, and project outcomes.
 - Maintain a database of formulations, raw material specifications, and packaging standards.
- Undertake any other tasks assigned by the General Manager or Management as required.

4. Qualifications & Experience

- **Minimum Qualification:** BSc in Food Technology, Food Engineering, or related field. A Master's degree is an advantage.
- **Minimum 1–3 years** of relevant experience in R&D, product development, or process innovation in the food and beverage industry.
- Proven experience in developing products using locally sourced ingredients and knowledge of the local agricultural landscape.
- Hands-on experience in technology upgradation, packaging development, and cost optimization projects.
- Sound knowledge of **HACCP, ISO 22000, FSSC Version 6, and BFDA** regulatory requirements.

5. Skills & Competencies

- Strong creative and analytical skills for product and packaging innovation.



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- Proficiency in product formulation, sensory evaluation, and pilot-scale production.
- Knowledge of modern food processing technologies and packaging materials.
- Strong project management skills with the ability to manage multiple projects simultaneously.
- Excellent documentation, report writing, and presentation skills.
- Strong understanding of cost analysis and value engineering principles.
- Ability to collaborate effectively with cross-functional teams (Production, QC, Marketing, Procurement).
- Proficient in Microsoft Office and data analysis tools.
- Attention to detail, problem-solving mindset, and commitment to continuous improvement.

6. Remuneration & Benefits:

- Basic Pay : 20,230/- (*Pay Scale: 20,230-505-30,330*).
- Fixed Allowance 65% : 13,149.5/-
- HRA : 4,046/-
- LTC : 20,230/- annually
- Encashment : 20,230/- annually
- PF : 15% from the company
- Bonus (2 months' salary) : based on performance
- PBVP-10% : based on performance



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Bhutan Agro Industries Limited Terms of Reference (ToR) Store Assistant-III

1. Position Details

- **Position Title** : Store Assistant-III
- **Level/Grade** : O4/Gr-XIV
- **Duty Station** : Wangchutaba Plant, Thimphu
- **Reports to** : Store Officer, Wangchutaba Plant
- **Employment Type** : Regular

2. Job Purpose

To efficiently manage the company's inventory store by ensuring optimal stock levels, timely coordination with production, procurement, and liaison divisions, and maintaining accurate records of all materials to support uninterrupted plant operations.

3. Key Responsibilities

Inventory & Store Management

- Manage and maintain inventory of **packaging materials, semi-finished goods, pulp, chemicals, stationery, uniforms**, and other store items.
- Monitor stock levels and maintain **monthly stock reports** in accordance with minimum order levels to avoid shortages or overstocking.
- Ensure proper storage, handling, and preservation of materials to minimize damage or deterioration.
- Maintain cleanliness and organization within the store premises.

Coordination & Procurement

- Coordinate with the **Production Division** to assess and anticipate raw material requirements based on production schedules.
- Prepare and submit **raw material requisitions** to the Procurement division in a timely manner.
- Follow up with Procurement to ensure **timely arrival of raw materials** as per requisitions to prevent production delays.
- **Coordinate with the Liaison Officer, Phuntsholing**, on raw materials received at the plant.

Receiving & Issuance

- **Receive raw materials** as per **Purchase Order and Invoice**, ensuring accuracy in quantity and quality.
- **Issue raw materials to Production** as per authorized requisitions and maintain proper issuance records.

Financial & Payment Processing

- **Pass payments to suppliers and transporters** as per invoices, ensuring compliance with company procedures.
- **Reconcile with the Accounts Section on a monthly basis** to ensure accurate financial records.

Reporting & Presentation



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- Maintain accurate records of receipts, issues, and stock balances in the **ERP Next system**.
- Conduct periodic physical stock verification and reconcile with system records.
- **Provide weekly updates on stock levels of raw materials** and submit to Management.
- **Prepare and deliver a monthly progress report presentation** to Management, highlighting stock status, issues, and recommendations.

Other Duties

- Perform any other duties assigned by the Management as required

4. Qualifications & Experience

- **Minimum Qualification:** Class XII passed (Commerce background preferred).
- **Additional Requirement:** Certificate in **Tally Accounting Software** or basic inventory management training.
- Prior experience in **store management, inventory control, or warehouse operations** will be an added advantage.
- Basic understanding of ERP systems (preferably **ERP Next**).

5. Skills & Competencies

- Strong organizational and record-keeping skills.
- Basic accounting and inventory management knowledge.
- Proficiency in using **Tally and Microsoft Office applications** (especially Excel and PowerPoint).
- Good communication and coordination skills to liaise with production, procurement, accounts, and liaison teams.
- Attention to detail and accuracy in stock management and payment processing.
- Strong reporting and presentation skills.
- Ability to work independently with minimal supervision.
- Honest, reliable, and result-driven attitude.

6. Remuneration & Benefits:

- Basic Pay : 13,095/- (Pay Scale: 13095- 325-19,595).
- Fixed Allowance 65% : 8,511.75/-
- HRA : 3,500/-
- LTC : 13,095/- annually
- Encashment : 13,095/- annually
- PF :15% from the company
- Bonus (2 months' salary) : based on performance
- PBVP-10% : based on performance

