

ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION

POSITION DESCRIPTION

1. JOB IDENTIFICATION

- 1.1 **Position Title:** Registration and Licensing Officer
- 1.2 **Position Level:** P4
- 1.3 **Major Group:** Transportation and Aviation Services Group
- 1.4 **Sub-Group:** Land Transport Services
- 1.5 **Job Code No:** 19.820.11
- 1.6 **Job Location (*Complete as appropriate*):** RSTA Head quarter and regional offices
Ministry: - Ministry of Information and Communications.
Department: - Road Safety and Transport Authority
Division: - Registration and Licensing. **Section:** - **Unit:-**
- 1.7 **Title of First Level Supervisor (*Official title of the Supervisor*):** Senior Registration and Licensing Officer.
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2. **PURPOSE, DUTIES & RESPONSIBILITIES** (*Describe the main duties and responsibilities, indicating what is done and how it is done. Duties should be presented in decreasing order of percentage of time spent on them, or in order of relative importance*):

Purpose: Guidance, coordination, preparation and monitoring of plans, programme and procedures related to registration and licensing system including driving tests.

SI No	Duties and Responsibilities	% of Time
1	Coordinate, guide and monitor the vehicle registration and driver licensing process and issuance including revenue generation.	20

2	Develop uniform and standard procedures for registration of vehicles and driving testing system.	20
3	Prepare registration and licensing plans and programs.	15
4	Develop motor vehicle registration and licensing record.	15
5	Collect, compile and submit information including revenue statement to the superior.	15
6	Draft driver's manual, Driver's safety education programmes and activities.	15

3. KNOWLEDGE AND SKILLS REQUIREMENTS: *Minimum requirement for performance of work described (Level of knowledge, Education and/ or skills. If University Degree is required, indicate appropriate field of study and level of degree.)*

3.1 Education: Bachelors degree

3.2 Training: Training in Registration and Licensing administration, Driver's licensing and transport management in general.

3.3 Length and type of practical experience required: Minimum of 4 years experience as Asst. Registration & Licensing Officer I or equivalent experience.

3.4 Knowledge of language(s) and other specialized requirements:

- Should have good knowledge on vehicle registration, numbering and driver licensing.
- Should have ability to coordinate and monitor enforcement of rules and regulations, plans and programmes related to registration and licensing.
- Should have adequate knowledge on Road safety and Transport Act and Regulations.
- Should have skill to drive vehicles.

- Should have the ability to explain and convince the people in registration and licensing.
- Should have some planning and foresight skills.
- Should be able to understand and talk local dialects besides good written and oral command in English and Dzongkha.

4. COMPLEXITY OF WORK: *Describe the intricacy of tasks, steps process or methods involved in work, difficulty and originality involved in work.*

His task involves enforcement of guidelines, plans and strategies including monitoring activities including revenue generation. He also needs to develop procedures and uniform systems for vehicle registration and driving tests, which require committed initiatives. He being actually working with the clients at implementation level, the job, therefore, is quite cumbersome and difficult dealing with people of various nature and attitude.

The Work typically consists of related steps, process or methods with choices relatively obvious based on information provided.

5. SCOPES AND EFFECT OF WORK: *Describe the purpose, breath of work performance, and the effect the work has on the work of others or the functions of the organization.*

As his task is geared towards ensuring general safety and quality of services, effective implementation of plans, programmes and monitoring will benefit the general public directly.

The work typically consists of dealing with a variety of conventional problems, questions or situations affecting the design or operation of systems or equipment.

6. INSTRUCTIONS AND GUIDELINES AVAILABLE:

6.1. **Instructions:** *Describe controls exercised over the work by the Superior; how work is assigned, reviewed and evaluated*

- The incumbent will work under the direct instruction of the Senior Registration and Licensing Officer. He may, however, be assigned other specific duties by the superiors.

6.2. **Guidelines:** *Indicate which written or unwritten guidelines are available, and the extent to which the employees may interpret, adapt or devise new guidelines.*

The Road Safety Act and Regulations will be strictly adhered to. The superiors may also issue with specific directives, procedure and guidelines from time to time.

The work typically consists of defined objectives, priorities and deadlines with the employee planning and carrying out the work in accordance with those instructions and based on guidelines which may need to be adapted to specific issues.

7. **WORK RELATIONSHIPS:** *Indicate the frequency, nature and purpose of contacts with others within and outside the assigned organization (other than contacts with superiors)*

The employee will work in a close consultation with Regional Transport Officers, Base In-Charges and even MVIs within the organization. The incumbent shall have regular contact with the people outside the agencies and general clients.

Personal contacts are normally with employees within the same agency or with the general public with the purpose to obtain, clarify or give factual information.

8. **SUPERVISION OVER OTHERS:** *Describe responsibility for supervision of other employees, including the nature of supervisory responsibilities and classification and number of subordinates*

He will supervise assistant Registration and Licensing officer and other subordinates working below him.

Supervise not more than 7 staff.

9. **JOB ENVIRONMENT:** *Describe physical exercise required, such as walking, standing, lifting objects, etc., and/ or any risk or discomforts such as exposure to chemicals, climbing to heights, extreme weather conditions, or other severe discomforts*

The job involves working with clients directly which demands lots of mental pressure though not much of physical exposure to risks or hazards except that he should possess tolerance and public dealings. However, he has to go for inspection, checking, visit the field offices, conduct driving tests sometimes and attend emergency task irrespective of extreme weather and other conditions.

The work normally is sedentary and imposes no special physical demands other than some walking, standing or light lifting with little risk or discomforts that cannot be controlled by observing standard practices.