
Date: 15/07/2020

To,
The Manager
Bhutan Telecom Ltd
Thimphu Bhutan

Subject: COMPLETION OF WORK

Dear Sir/Madam,

We are pleased to inform you that we have been able to complete the enhancement work of Health Emergency Response Center System (HERCS) for Health Help Center 112, Ministry of Health before the final completion date of 17/07/2020. We signed the contract of enhancement works that began on 17/06/2020 and ended on 17/07/2020.

Therefore, I would immensely request your company to clear the payments. Please see attached for our Development's Certification. Looking forward to a prompt response from your side.

Thanking you and assuring you the best services at times.

Yours faithfully,

Sonam Dorji
CEO | DEVELOPER
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DEVELOPER INFORMATION

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PROJECT NAME

Enhancement work of Health Emergency Response Center System (HERCS) for Health help center 112.

PROJECT DESCRIPTION

Health Help Center (HHC) 112 is an emergency medical services mostly for providing ambulance services under the Emergency Medical Service Division, Department of Medical Services, of the Ministry of Health. The Health Emergency Response Center System (HERCS) is used by HHC for recording the calls with caller's information, assigning nearest available ambulances and forward calls to the emergency physician. Moreover HHC also uses Health Medical Advices application to provide necessary health related medical advice algorithms. This system was rolled out in January 2018 and since then the system received valuable feedback requesting to make necessary changes in the existing system from end users to make it more efficient and well organized.

Project Begin Date: 17/06/2020

Completion Date: 17/07/2020

Sonam Dorji,

CEO | DEVELOPER

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