



Athang™

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APL/ICT/BPCL/3.01/2025 - 12

7th March 2025

To

The Project Manager

Bhutan Postal Corporation Limited

Thimphu

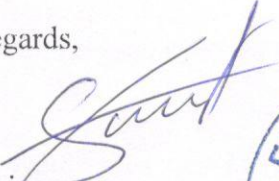
Subject: Submission of Invoice for AMC

Dear Sir,

We would like to submit the invoice for the Annual Maintenance Contract (AMC) for the month of January to March 2025. Also find the attached first quarterly work report. Kindly process the payment as per the agreed terms at your earliest convenience.

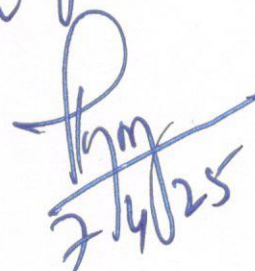
Thank you for your cooperation.

Best regards,


Yeshi singye
Finance officer
Athang Private Limited



Head (ICED)

for wla ps.

7/4/25

Invoice No: 250407-01

Date: 07 Apr 2025

Athang Private Limited

Athang ICTech

Babena, Thimphu

#333849

info@athang.com

Bill To:

The project Manager,
Bhutan Postal
Corporation Limited

Thimphu

#



Invoice Details

Description	Quantity	Rate	Amount
AMC for the month of January to March 2025	3	57,000.00	171,000.00

Total Amount: 171,000.00

(Amount in Words) Nu. One Hundred and Seventy-One Thousand

Notes:-

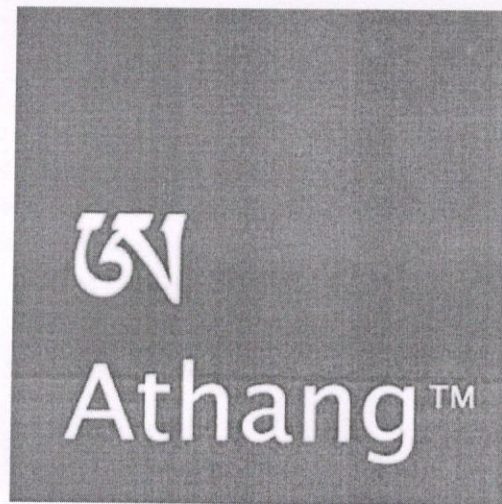
(Acc# 100917400 BOB). TPN= AAC00255. Payment must be made within 15 days from the date of invoice. Late payment fee of 1% will be applied after 15 days

Signatory

This is Computer generated invoice.

Authorize





January - March 2025

**1st Quarter Report on Annual Maintenance Contract
of
Enterprise Resource Planning System**

**Athang ICTech
Athang Private Limited**

Introduction

The Annual Maintenance Contract (AMC) phase of the Enterprise Resource Planning System (ERP System) of Bhutan Postal Corporation Limited (BPCL) has been in effect from January 2025. During the AMC phase, Athang Private Limited (APL) would be providing technical backstopping services and support, to ensure continuous and seamless functioning of the system.

The report is submitted for the first quarter period from **1 January to 31 March 2025**.

Work Report

Listed below are the key system enhancements, changes requested attended and support provided:

1. Asset Module:

- a. Following the advice from the Audit team, the deposit of depreciated amount against the grant-type assets was updated from monthly lump sum amount to item-wise deposits.
- b. Additionally, support was rendered during data entry and re-entry upon effecting the changes in the workflow, to ensure correct data entry following a few wrong entries made by the users.
- c. Enhancement tasks:
 - i. Developed the depreciation of surrendered assets, similar to the active assets. Surrendered items for almost three months had to be added item-wise as per the list compiled and received from BPCL.
 - ii. Developed the function to transfer assets within the same regions.
 - iii. Developed and enabled process to write-off assets, similar to disposal of assets. Added the write-off status in the assets report.
 - iv. Developed the feature to choose multiple status from drop-down list, instead of single selection in the asset reports.

2. Finance Module:

- a. Alignment of the accounts heads incurred due to changes in the sub-heads of the accounts in the Chart of Accounts.
- b. Developed TDS reports for financial accounting, ensuring alignment with various agencies' required formats.
 - i. Developed the provision to generate specific TDS reports for different parties.
 - ii. Enabled TDS and HC reports for earlier months.
- c. Reframed the IMA report to match the requested design and parameters for financial analysis and reconciliation.
- d. Developed the feature to download reports for General ledger.

- e. A new policy directive to include TDS on Leave Travel Concession (LTC) required code patch updates to the payroll generation formula.
3. PSWF Module:
- a. The module was enhanced to enable deductions of repayments of the monthly EMIs for the advances to directly hit the accounts, which the Finance team used to manually prepare as a journal and update the accounts.
4. Sales Module:
- a. *Counter Booking sub-module*: Enhanced the invoice generation for all sub-heads under Counter Booking, in addition to the report for the *Due Counter Bookings*.
 - b. *Post-Box sub-module*: Enhanced the function to reassign and reissue cancelled post-box numbers to new customers without losing the history. Disabled renew option for cancelled post-box numbers.
5. Server side tasks:
- a. **Regular Backups**: Ensured daily backups of databases and configurations to prevent data loss.
 - b. **Security Patches**: Applied the latest security updates and patches to the server to protect against vulnerabilities.
 - c. **Performance Monitoring**: Continuously monitored server performance to identify and resolve any potential bottlenecks.
 - d. **Disk Space Management**: Monitored disk usage and cleared unnecessary files to prevent server overload.
 - e. **System Health Checks**: Ran routine checks to ensure all server services and processes are functioning correctly.
 - f. **Software Upgrades**: Updated ERP software and dependencies up-to-date to maintain compatibility and security.
6. **HR Module**: Developed and enhanced the PF sub-module to incorporate the new request to include employer contribution in the PF contribution report.
7. Edit/delete requests: Attended on a daily basis the requests from users from all locations to edit or delete wrong data entries.
8. Technical Support and backstopping provided as and when required.

Submissions:

Observations and updates:

1. The majority of the enhancement requests were to develop additional features and change certain processes of the modules and sub-modules.
2. Change in policy and management decisions resulted in re-coding the workflows of the respective modules and sub-modules (eg: asset module & TDS reports).
3. All the requests, issues and concerns raised incurred coding-level effort, ranging from a few hours to some requiring several days of resources. This explains the duration taken to address some of the critical issues, as it was necessary to understand the requirements and develop the new workflows.
4. Data deletion and edits are resulting mostly from the incorrect data entries by users. The process of data correction tends to consume substantive time and effort of both BPCL and APL teams. Rectification measures such as users being more vigilant while entering data/details and data reversal on a periodic basis would not only ease the workloads but also ensure the health of the system.
5. Discussions were initiated regarding the requirement of a secondary server to enhance the server performance for resource-intensive functions and tasks.

It is submitted that APL has dedicated a team to attend to the issues and concerns raised by BPCL. The team has extended support unconditionally, even during off-hours and weekends, ensuring that all requests from BPCL team were attended within the earliest possible timeline.
