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The Penang Water Supply Corporation has set up a call centre to handle public complaints in a move to improve customer service to be on par with international standards. >3

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Prompt and at your service

PBAPP launches its 24-hour call centre in Komtar

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THE Penang Water Supply Corporation (PBAPP) has been handling between 20,000 and 30,000 calls a month from the public.

The complaints were mostly on burst pipes, water disruptions, billing and connection.

PBAPP chief executive officer Datuk Jaseni Maidinsa said they could not be handling calls all the time so the right solution was to outsource the service.

"From now, calls will be answered within 30 seconds and we will have the complaint referred to PBAPP personnel for fast action.

"Our call centre with the number 04-2558255 will be managed by TM One on the 58th floor of Komtar," he said at the launching of the PBAPP 24-hour call centre in Komtar yesterday.

Jaseni said PBAPP had been publicising the call centre number since May this year.

All the centre's operational components including training, technologies and facility management services will be handled by TM One.

He added that the call centre was set up to improve PBAPP's



Operators taking calls from the public at PBAPP's 24-hour call centre on the 58th floor of Komtar.

customer services to international standards, comply with National Water Services Commission key performance indicators and reduce cost.

Chief Minister Lim Guan Eng, who launched the call centre, said 1.72 million people plus businesses in Penang expect good quality treated water from PBAPP.

"If their water supply is interrupted, they would want to know why, what the PBAPP is doing about it and how long it will take to normalise water supply services."

He added that PBAPP aimed to provide accurate information on dam levels in Penang, Sungai Muda, logging in Ulu Muda, the

Sungai Perak Raw Water Transfer Scheme and other water issues.

"PBAPP also played an important role by providing water saving tips and water saving devices.

"The aim is to encourage people to conserve water at home and lower Penang's high per capita domestic consumption of water," said Lim.