

 ITSO Division	Division/Section: ITSO Division /ITSO OCC Traffic Operations	Rev No. 2
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Handling of Customer queries, complaints, feedbacks and assistance requests

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DOCUMENT CONTROL

REV	DOCUMENT TITLE & COPY NUMBER	Date	Prepared by	Reviewed by	Approved by
0	Handling of Customer queries, complaints, feedbacks and assistance requests Copy ____ of ____	15 th December 2009	Muhamad Ridha (OE)	Alfred Loh (SOE)	Soh Ling Tim (MOPN)
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2	Handling of Customer queries, complaints, feedbacks and assistance requests Copy ____ of ____	XX December 2020	Daniel Wu (AOM) Lye Keng Fatt (DM, ITSO OCC)	Ng Soon Han, Frankie (Mgr, ITSO OCC)	Yeo Se Lay (DDIT)

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AMENDMENT HISTORY RECORD

Rev No.	Effective Date of Change	Section & Sub- Section Amended	Amendments/ References	Party Requesting for Change
1	XX Oct 2013	Whole Document	Due to organization change of division name from ITSC to ITSO.	DOM, ITSO OCC
2	XX Dec 2020	Whole Document	Due to change of Staff Designations in ITSO OCC. Delete SOE, insert DM Delete DySOE, insert DyAM.	Mgr, ITSO OCC

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Section 1. Description

1.1.1 Describes the process of handling customer's queries, feedback, complaints and assistance in a professional and polite manner.

1.1.2 Customers may be internal (e.g. staff from other LTA department or same department) or external (e.g. member of public, staff from other government agencies etc...)

Section 2. Personnel Involved

2.1.1 All OCC operations staff.

Section 3. Process

Sub-section 3.1 Handling Customer Complaints and Feedback against staff.

3.1.1 Upon receiving complaints or feedback against staff. Find out as much detail as possible about the complaint or feedback and details of customer in a polite and professional tone.

3.1.2 If the customer request for the particulars of operations staff handling his/her case, staff are only required to give their full-name and designation.

3.1.3 If complaint or feedback is about ITSO staff, try to resolve the situation, if unable to solve and if OE is handling escalate to DM. If DM is unable to resolve, get the customer contact number if possible and assure customer his/her will be escalated to higher management who will call them back. DM to escalate to Manager, ITSO OCC, and/or the ITSO department involved via e-mail or telephone. Alternatively, customer may be directed to LTA website www.lta.gov.sg to lodge complaint or feedback under 'Ask LTA'.

3.1.4 If it involves LTM (AETOS) or RC (CERTIS CISCO) staff, inform Duty VRS DO, LTM DO and the ITSO department in charge via e-mail.

3.1.5 If customer complaint is about other LTA department or other external agencies, take down the contact number of the customer. Subsequently contact the relevant department or external agencies. Refer the matter and take down the name and contact number of the officer. Contact the customer and inform him/her that the matter has been referred to the respective officer and that the department of external agency in charge will contact him. The OE will also provide the customer with the name and contact number of the officer-in-charge.

3.1.6 For complimentary feedback, to follow the same process described above, only need to take down the details and informing the relevant parties. Note skip the conflict resolution part as there is no need for conflict resolution.

3.1.7 For all cases to record into the customer verbal feedback file.

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Sub-section 3.2 Handling Customer complaints and feedback on roads, system, facilities and procedures.

3.2.1 Upon receiving complaints or feedback, find out as much detail as possible about the complaint or feedback and details of customer in a polite and professional tone.

3.2.2 If the customer request for the particulars of operations staff handling his/her case, staff are only required to give their full-name and designation.

3.2.3 For complaints made against facilities or system, check if the system or facilities are functioning normally via the respective monitoring workstations (if available) or send staff on site to check. If not functioning normally handle fault according to the relevant procedures.

3.2.4 If system or facilities are functioning normally, assure customer that their concern will be highlighted to the appropriate department.

3.2.5 If complaint or feedback is about work procedures and processes, staff will try to resolve the situation, if unable to solve and if OE is handling the case, escalate to DM. If DM is unable to resolve, get the customer contact number if possible and assure customer his/her will be escalated to higher management who will call them back. DM to escalate to Manager, ITSO OCC, and inform the ITSO department involved via e-mail or telephone. Alternatively, customer may be directed to LTA website www.lta.gov.sg to lodge complaint or feedback under 'Ask LTA'

3.2.6 If customer complaint is about other LTA department or other external agencies, take down the contact number of the customer. Subsequently contact the relevant department or external agencies. Refer the matter and take down the name and contact number of the officer. Contact the customer and inform him/her that the matter has been referred to the respective officer and that the department of external agency in charge will contact him. The OE will also provide the customer with the name and contact number of the officer-in-charge.

3.2.7 For complimentary feedback, to follow the same process described above, only taking down the details and informing the relevant parties. Note skip the conflict resolution part there is no need for conflict resolution.

3.2.8 For all cases to record into the customer verbal feedback file, road furniture damage file. For cases relating to traffic lights, inform the FC who will then update the Traffic Signal Daily Fault Report file.

Sub-section 3.3 Handling Road Users Requiring Assistance.

3.3.1 Upon receiving calls or observed from cameras that road users or member of public requires assistance, deploy RC or LTM to expressway location to investigate and find out more details. If it is an arterial road not covered under CERTIS CISCO VRS contract, inform TP.

3.3.2 If call is received and no camera coverage is possible try to find out the person location by asking for the following information:

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Expressways	For Arterial Roads
Expressway name	Name of road
Direction of travel	Direction of travel
Kilometre mark	Landmark (if any),
Location e.g. near which entrance or exit	Type of assistance needed
Type of assistance needed	Lane occupied
Lane number	

before the arrival of RC or LTM on location, try finding out the nature of assistance required. When RC or LTM arrives on site allow them to handle the situation, if there is camera coverage monitor the development.

3.3.3 Take steps to render assistance required as feedback by RC or LTM on site, or by road user or member of public themselves.

3.3.4 If assistance required needs immediate attention by external emergency services, call emergency services immediately.

3.3.5 If person requiring assistance is unruly, drunk, becomes aggressive and is threatening or believed to be armed, instruct RC or LTM to keep a distance and call police for assistance.

3.3.6 For any person on site is with no identity, not coherent and unable to provide any contact details call the police for handling of these individuals.

Section 4. Abbreviations

DO.	Deployment Officer
ITSO	Intelligent Transport Systems Operations
LTM DO	Land Transport Authority Traffic Marshals Deployment Officer
LTA	Land Transport Authority
OE	Operations Executive
RC	Recovery Crew
DM	Deputy Manager
TP	Traffic Police
VRS	Vehicle Recovery Service
FC	Fault Coordinator

Section 5. References

1. Intelligent Transport Systems Operations (Operations), Integrated Standard Operating Procedure

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