



# **Dhaka WASA Complain Center Manual**

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## **DWASA Complain Center:**

Hot line number: 16162(short code)/ 09611016162(long code).

Website: [dwasacomplaincenter.com](http://dwasacomplaincenter.com):16162

Dhaka WASA taken an initiative to setup a complain center to hear the problem regarding the services it offers to the population of Dhaka City. Now the consumers of Dhaka WASA can lodge complains just by dialing 16162 (from banglalink & citycell) or 09611016162 from any operator serving in Bangladesh. People don't have to come to complaint center physically in their serving area anymore enabling them to save their valuable time and money spent in transportation.

When customer call at complain center and inform the problem along with the customer ID, the automated computer system can locate the problem area as the help line center database linked with Dhaka WASA billing system. The computer system selects the responsible engineer for that particular location from the job card for of every MODS zone which is pre configured in the computer system. The system then sent SMS to the right person with the summary of problem and exact location of the problem. Once the help center register the complain and initiate the ticket the process operate on its own until the ticket for that complain in closed thus ensuring that no problem is remain untouched or unnoticed.

A customer can register complain regarding Water & Sewerage, Billing, Drainage, Meter problem or just to have information about various service related information of Dhaka WASA. Here we have describe how the complain center works related to Water & Sewerage problem only.

## A Complaint Life Cycle of WATER & SEWERAGE Problem

### Hear the Problem

- The call center agent receive complain from customer and register the customer account number/ bill number and the details of the problem into computer system. The computer system generate a ticket number associate with that problem. At this stage the ticket given status 'New'

### Acknowledging the Problem

- Once the ticket is generated, the computer system automatically selects the MODS zone, Engineers responsible to take care the problem depending on the problem of the location. The computer system then sent alert SMS to the responsible SAE selected from the job card of that MODS Zone. The SMS contain information about the problem and a number to be dialed to acknowledge SAE has been aware of the problem. This number is also called 'Magic Number'. It's named so because if the number is dialed one will hear a busy tone but it's enough for the computer system to know that the problem is acknowledged or seen by the responsible SAE. Also the good news is it will not cost any money.
- At the same time AE above the hierarchy of SAE will have a notify text SMS containing the information of same problem, name of assigned SAE. The purpose of this SMS just to let AE know about the problem and whom is assigned to take care of the problem. The AE don't have to dial at this stage.

### SMS Templates:

SMS to SAE	SMS to AE
Acknowledgment Alert SMS Template:	Acknowledgement Notify SMS Template:
Plz ack tkt [__tktnum__] from [__callername__]. C:[__callernum__] Add: [__calleraddress__] Summ: [__ticketsummary__] Dial: [__magic number__]	Plz ack tkt [__tktnum__] from [__callername__]. C:[__callernum__] Add: [__calleraddress__] Summ: [__ticketsummary__] Assig: [__assignee__].



### Resolution of the Problem

- Once the computer system receive the acknowledgment from the SAE, the system immediately sent SAE and AE resolution text SMS respectively. The SMS that sent to SAE will contain thanks for Acknowledging and request him to consult AE for update. Once the assigned work is completed SAE will inform the AE about final update of the problem just the same way as job is used to done. This time SAE will not have to inform the computer system.
- On the other hand by the resolution SMS received by AE containing which problem ticket is acknowledged and by whom, the time of next SMS and a magic number. As the work is completed and informed by the SAE the AE will dial the magic number informing the system the work is completed. But there could be many problems that cannot resolve or solve in just 24 hrs. Some problem even takes many days depending on the nature of problem. The time to resolve the problem can easily expand from the dashboard by EE. For the best practice it is advice to increase the time of a particular problem within the first 24 hr.

SAE	AE
Res Alert SMS Template:	Res Notify SMS Template:
Thnx for ack tkt [__tktnum__] for [__callername__] Summ: [__ticketsummary__] Stg: [__tktnum__] Nxt SMS: afr 24hrs Consult AE for update	Tkt [__tktnum__] was acknld for [__callername__] by [__assignee__] Stg: [__tktnum__] Nxt SMS: afr 24hrs Dial [__magic number __] [__] if completed

### Closing Stage:

Once the work is completed the AE will inform the EE. The EE then close the ticket from the dashboard.

## A Complaint Life Cycle of WATER & SEWERAGE Problem (Flow Chart)



