Old complain resolving steps

Consumers initiate a call

DWASA staff answers the phone call

Staff note down problem with relevant information on complain register book

Not related to WASA

In case of other problems

Advise &/or Terminate the call

Field staff or SAW/AE or EE checks complain register for unsolved problems

Action may be taken by appropriate person assigned to that task.

Organogram of Dhaka WASA

**Dhaka WASA Board**

**Managing Director**

Deputy Managing Director

(RP&D)

Deputy Managing Director

(Finance)

Deputy Managing Director

(Admin)

Deputy Managing Director

(O&M)

Secretary’s Office

Additional Chief Engineer

(RP&D)

Chief Engineer (O&M)

Commercial Manager

MIS & Billing Department

Planning & Development Circle

MODS Circle-I

Accounts Department

Training Center

MODS Circle-II

Revenue Department

Sewer Rehabilitation & Development Circle

Land Department

Drainage (O&M) Circle

Water Rehabilitation & Development Circle

RPE&M Circle

Drainage R&D Circle

Procurement & Const. (Civil) Circle

GIS Department

Water & Sewer T P Circle

International Audit Division

SMWC Circle

Planning, Monitoring &

Evaluation Dept.

Public Information Division

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: [\_\_magic number\_\_] |

|  |  |
| --- | --- |
| **SAE** | **AE** |
| **Res Alert SMS Template:** | **Res Notify SMS Template:** |
| Thnx for ack tkt[\_\_tktnum\_\_] for  [\_\_callername\_\_]  Summ: [\_\_ticketsummary\_\_]  Stg: [\_\_tktseq\_\_]  Nxt SMS: aftr 24hrs  Consult AE for update | Tkt[\_\_tktnum\_\_] was acknlgd for  [\_\_callername\_\_]  by [\_\_assignee\_\_]  Stg: [\_\_tktseq\_\_]  Nxt SMS: aftr 24hrs  Dial [\_\_magic number\_\_]  \_\_] if completted |

A Complaint Life of WATER & SEWRAGE Problem (Flow Chart)

Consumer Initiate a Call

Call Center agent answer the phone call

How can we help?

Other Problem

Problem with Water & Sewerage

The agent note down the problem into a computer system with brief description and then issue a ticket number assigning to it.

The computer system then send two alert SMS to the concern SAE and AE assigned to the location of the problem.

The SAE will have 2 hours to acknowledge by dialing the magic number in the SMS. The AE will receive the notify SMS containing the assigned SAE name.

Problem acknowledged in two hours

Yes No

The computer system will generate an alert SMS and Send to AE to acknowledge the problem. AE will get 30 minutes to acknowledge.

Problem acknowledged in one hour.

The Computer System will generate two resolution SMS, One to SAE Requesting to update AE after solving the problem. The other SMS will be sent to AE with a magic number which he requires to dial once SAE finish the work.

The computer system will generate another alert SMS and send to SAE to acknowledge the problem. This time SAE will get one hour to acknowledge the problem. This time SAE will get one hour to acknowledge. A notify SMS will go to AE.

Yes

NO

Yes

The time computer system will generate a notify SMS and sent EE.

Problem acknowledged in 30 minutes.

NO