

***CHAPTER 07 - Automated Dhaka WASA Customer Complain Management System***





**7.1 Introduction:**

Dhaka WASA is a service oriented public authority, main goal of Dhaka WASA is to provide safe potable water and safe sewerage system to Dhaka city dwellers. But providing any service to the dwellers of a megacity is a challenge. Sometimes even with best efforts citizens may face difficulties to get water to their desired places or there may be problem with sewerage system or any other problem related to services of Dhaka WASA. That is the reason Dhaka WASA had maintained several complain centers at various offices to serve various areas of the city.

**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.

**7.3 Dhaka WASA Automated Complain Management Center (Call center):**

**DWASA Complain Center Contacts:**

Hot line number: 16162 (short code)/ 09611016162 (long code). Website: dwasa.complaincenter.com:16162. Along with old complain management system, Dhaka WASA taken an initiative to setup a automated 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 Bangla link) 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.

**Cost:** Dhaka WASA signed a contract with a vendor to carry out these services according to DWASA requirements and yearly cost is between 7500000 to 10000000 takas. As the agreement the vendor will provide manpower, equipment, software, communication costs etc.

**7.4 A Complain Lifecycle of Automated Problem Solving (Flow Chart)**

Consumer Initiate a Call

Call Center agent answer the phone call

How can we help?

Other Problem. Advice the customer for proper action &/or terminate the call

Advise

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/SDE 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/SDE will receive the notify SMS containing the assigned SAE name.

A Complain Lifecycle of WATER & SEWRAGE Problem (Flow Chart continued from previous page):

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

Problem acknowledged in two hours

Yes No

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

Problem acknowledged in one hour.

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. A notify SMS will go to AE/SDE.

Yes

NO

Yes

Problem acknowledged in 30 minutes.

NO

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