

Headline	Provide SESB with complete information when making complaint		
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Provide SESB with complete information when making complaint.

KOTA KINABALU: SESB sought full cooperation from all users to provide complete information when making a complaint through the proper channels which had been provided.

Senior general manager (Asset Management) of SESB, Ir. Ahmad Fuad Md Kassim said any reported complaints with incomplete information/ specific have made it very difficult for them to take immediate action.

A number of complaints which was advertised in the local media has taken a long time for them to act because there was incomplete information / specific channeled to SESB.

The important informations needed to expedite one's complaint is they need the complainant's name, location of complaint, nature of complaint and contact numbers if any further information is required.

SESB greatly appreciate all feedback in order to improve the quality and service.

All users who encounter problems pertaining to electricity supply cut can contact their Hotline at 15454 SESB or 088-515000. In addition, their Short Message Service (SMS) is also available where users only need to type SESBR <space> type complaints and send to 33154.

Users can also channel their complaints through a toll-free line at 1-800-88-1135 or through the Talk To Us on SESB's website www.sesb.com.my at any time and SESB will take immediate action in addressing the issue or enquiries raised by users.

Beginning in February this year, SESB had launched its own social Facebook and Twitter. SESB official Facebook can be accessed by using the "Like" at SESB's Page address while through Twitter, users can "follow" the official twitter address @ media_sesb. - PR