



Kerala Water Authority



Inaugurated by

Sri. ROSHY AUGUSTINE
Hon'ble Minister for Water Resources

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AQUALOOM Software

ISSUES >>>

Consumer complaints were handled manually in multiple offices via various channels, and there was no centrally available statistics on the number of complaints logged and resolved. Consumers were unable to obtain feedback or status on complaints filed by them.

SOLUTION >>>

A facility for registering complaints via a toll-free line, website, or social media, as well as a software solution for docket number registration and SMS notification to the complainant. A centralised call centre with phone-in capability, messaging via social media, and AQUALOOM software for docket number generation and status notification via SMS has been introduced.

BENEFIT >>>

Consumers can file complaints 24 hours a day, seven days a week, and receive a docket number for future reference. At any time, the status of complaint can be checked either online or by calling 1916. Consumers can get help from Call Centre employees 24 x 7

OUTCOME >>>

The status of complaint redressal has greatly improved, and consumer satisfaction has increased. This provides the public with not only credibility, but also a pleasant perception of the Kerala Water Authority.