

Communication & document handling process related to queries and service requests.

1. Receive an application/letter/query via any of the following methods
 - a. Walk-in
 - b. Email
 - c. Phone
 - d. Website
 - e. Social Media
2. Acknowledge of receipt within 1 working day
3. Entry of the query
4. Handover the entry to the relevant department/staff
5. Exceptional queries referred to the Management within 2 working days by the relevant department/staff
6. Response to the query within 3 working days
7. Close the query & file facts of the case for future reference.