

Abstract

This study seeks to examine the adequacy of TNB services provided by TNB itself as well as those provided by third parties on behalf of TNB in Cheras/Balakong area.

The study is done to determine the need to upgrade services in the area concerned. It focuses on the customers' direct requirements which have to be evaluated against the inevitable financial costs of providing those upgraded services.

Customer satisfaction on payment of billing and restoration of supply services in the area are explored. Currently, these services are mainly provided by third parties like Post Office, Telekom and Majlis Daerah under the 'one-stop payment' concept.

Paying patterns and paying habits of the customers in the area are also examined as well as customers' preference for the various types of facilities in a new collection center.

The findings indicated a need to improve all the above services, particularly bill paying services. The study also recommends a Consumers Service Center of the type with bill paying facilities (Consumer Collection Center) to be set up in either Balakong Town or Batu 9, as a minimum requirement. In addition, the collection center must provide for Sunday collection to be opened at least from 9.00 am to 12.00 PM.