

PACP starts contact centre for enhanced consumer protection

By A Staff Reporter

MUSCAT — The Public Authority for Consumer Protection (PACP) officially launched here yesterday their dedicated contact centre lines 80077997 or 80079009 in conjunction with Infoline LLC.

The launch of the contact centre is regarded as a major step to empower the consumers.

The aim of the newly established contact centre is to receive complaints and recommendations from the consumers and provide efficient response and efficient response management.

The Infoline Contact Centre provides a platform to PACP to manage consumer

grievances. Complaint management software has been implemented to classify different complaint types based on pre-defined rules. The system will assign, store and track unique complaint IDs and also enable intimation to various stakeholders, as required within the work flow.

It will enable the PACP to capture, manage and analyse complaints and feedback, to improve service efficiency, boost consumer satisfaction and help PACP to monitor grievance disposals.

This partnership elevates Infoline and makes them the first and the only business process outsourcing (BPO) service provider, independently managing most of

the outsourced information and grievance management Contact Centres in the Sultanate.

Infoline facilitates every client with a thoughtful perspective and empowering approach to drive results. By leveraging the years of experience and proven methodologies, they bring value to the project with their depth and breadth of knowledge.

Experts at Infoline say each and every consumer's grievance, and suggestions will be given full attention and they will get a ticket number and feedback within a reasonable period of time. The PACP is seized of the consumer issues and is keen to look into all their affairs.

