

Bernama.com

Malaysian National News Agency

TNB Allocates RM70 Mln For Human Development This Year

Business

May 18, 2007 18:49 PM

KUALA LUMPUR, May 18 (Bernama) -- Tenaga Nasional Bhd (TNB) has allocated RM70 million for its human development expenditure this year to further enhance performance, its president and chief executive officer Datuk Seri Che Khalib Mohamed Noh said today.

Che Khalib said the allocation was to create a workforce able to provide better customer service amid the increasing demand for electricity and rising customer expectations.

The ultimate aim was to provide consumers with quality services, he said at a high tea talk on "Key Challenges for TNB in the Globalisation Era" organised by Universiti Teknologi Malaysia's Business and Advanced Technology Centre here.

Che Khalib said TNB had launched a 24-hour careline to enable consumers to call or send short message service (SMS) to report electricity supply breakdowns and faulty street lightings.

On the other challenges faced by TNB, he said these included human resource competencies, regulatory policies, financial as well as work processes and systems.

To tackle these challenges, TNB's strategies and key priorities are to ensure supply security, enhance its supply reliability, manage regulatory policies as well as develop and leverage on human capital, he added.

-- BERNAMA

Print

[Copyright](#) © 2007 BERNAMA. All rights reserved.

This material may not be published, broadcast, rewritten or redistributed in any form except with the prior written permission of BERNAMA. [Disclaimer](#)