

## Advertisement for Selection of AVP- Public Services & Operations for Indian Highways Management Company Limited (IHMCL)

Resume/CV is to be sent through Email to careers@ihmcl.com latest by **12.05.2023, 18:00 hours**.

### About Company:

Indian Highways Management Company Limited (IHMCL), is a company incorporated under the Companies Act, 1956 with equity participation from NHAI, Concessionaire and Financial institutions for implementation of Electronic Toll Collection (ETC) system and other Intelligent Transportation Systems (ITS) / Transportation related activities on National Highways on Pan India basis.

### Job Description:-

<b>Name of Position</b>	AVP - Public Services & Operations.
<b>Employment Type</b>	Full-time.  Contractual for 3 years, extendable as per requirement of IHMCL.  The selected candidate will be on probation period for six months from date of joining and confirmation will be done by IHMCL based on his/her performance.
<b>Location</b>	New Delhi
<b>Roles and Responsibilities:</b>	<p>The overall responsibility of shall to ensure that the public's complaints and grievances related to FASTag are investigated and resolved in a fair and timely manner, and that the FASTag issuer, System Integrators, Toll agencies or relevant departments are accountable for their actions. The key responsibilities shall be as below, but not limited to:</p> <ul style="list-style-type: none"> <li>• Redressal of complaints or grievances related to FASTag from the public through various channels, such as 1033 NH Helpline, Emails, Letters, WhatsApp, Social Media, or online platforms.</li> <li>• Investigating the nature of the complaints or grievances to determine the appropriate action needed to address them, such as resolving disputes, updating customer information, or addressing technical issues.</li> <li>• Working with the relevant departments or agencies to resolve the complaints or grievances in a timely and effective manner.</li> <li>• Keeping accurate records of all complaints and the actions taken to resolve them, and preparing reports as needed.</li> <li>• Developing and implementing policies and procedures to improve the quality of services provided to the FASTag customers.</li> <li>• Providing advice and guidance to other staff members on how to handle FASTag related complaints and grievances.</li> <li>• Maintaining confidentiality and impartiality while addressing complaints or grievances and ensuring that all actions taken are fair and transparent.</li> <li>• Communicate with the public and relevant stakeholders to keep them informed of the progress of their complaints or grievances related to FASTag, providing updates on end-to-end resolution of the issue</li> <li>• Conduct regular reviews of the complaints handling process related to FASTag to identify areas for improvement, with a focus on achieving end-to-end resolution of any complaints.</li> </ul>
<b>Essential Criteria</b>	<ul style="list-style-type: none"> <li>• Educational Qualification - The candidate must be a B.E/B.Tech/BCA/MCA/B.Com with Full-time MBA from a reputed Institute.</li> <li>• Experience - The candidate should have a minimum of 10 years of experience in handling customer grievances, preferably in the</li> </ul>

	transportation or banking sector. Experience in electronic toll collection systems and FASTag operations would be an added advantage.
<b>Desirable criteria</b>	<ul style="list-style-type: none"> <li>• Knowledge of Regulations: The candidate should have a good understanding of the National Electronic Toll Collection (NETC) program and other relevant regulations related to toll collection operations.</li> <li>• Communication Skills: The candidate must possess excellent communication and interpersonal skills, both written and verbal, to interact effectively with customers, stakeholders, and other team members.</li> <li>• Analytical Skills: The candidate should be able to analyse and interpret data to identify trends, patterns, and root causes of customer grievances, and provide solutions to address them.</li> <li>• Problem-Solving Skills: The candidate should be able to use their judgment and problem-solving skills to resolve customer grievances efficiently and effectively.</li> <li>• Computer Proficiency: The candidate should be proficient in using computers and have knowledge of relevant software applications used for data analysis and customer relationship management.</li> </ul>
<b>Remuneration</b>	Up to INR 24 Lakhs per annum based on existing CTC and experience.