

Bad attitude

I happened to visit the PTCL's One Stop Shop in connection with an over-billing complaint a few days ago. Reasonable investment has been made by the corporation in the facility. When I reached there all except one seat were occupied by the customers. I was asked by a sales representative, who was standing inside the hall, to take the vacant seat. However, the lady sales representative who was sitting at the same desk snubbed her colleague about why he had asked me to sit at her desk when she was busy in some matter. Her colleague asked me to take the same seat again after a few minutes but the lady once again snubbed him. I felt insulted and humiliated in front of others present on the occasion.

I brought the matter to the notice of the manager then and there but the manager, instead of reprimanding the lady, asked me to take some other seat. The lady remained indifferent to my complaints and refused to talk to me. I would suggest to the PTCL authorities that merely making investment in brick and mortar would not do. If they really want to compete in the corporate world, they should teach their employees to change their attitude and handle their customers with dignity and respect.

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