



TNB SELANGOR
2019

HEAD OF ZONE TNB SELANGOR BAHAGIAN PEMBAHAGIAN TNB

CUSTOMER SERVICE

Head Customer Services

Retail Operation

Account Management

Billing Management

Debt Recovery

NETWORK SERVICE

Asset Planning & Performance

Operation & Maintenance

Asset Development

Protection

Device Operation

Detection LPC

SEAL
Deterrence LPC

SUPPORT SERVICE

Business Support Office

AP : Non PO , Recon & Cashflow , Staff Payment Mgmt

SSC AR



HEAD OF ZONE TNB SELANGOR

RETAIL
DIVISION



Head
 (Customer Service) Selangor
 Dato' Ir Hj. Md Yuslan bin Md Yusof
YuslanMY@tnb.com.my
 03-80229400 / 03-80229494
 019-9101614



Senior Manager
 (Retail Operations - Sel/ PjC)
 Norazida binti Kamisan
Norazida@tnb.com.my
 03-80229400 / 03-80229494
 013-3817133



Senior Manager
 (Debt Recovery - Sel/PjC)
 Moharizal bin Mokhtar
moharizal@tnb.com.my
 03-80229400 / 03-80229494
 019-2838440



Senior Manager
 (Billing Management - Sel/PjC)
 Rahimah Ali Rahim
RahimahA@tnb.com.my
 03-55102020/03-55106343
 019-3875379



Manager
 (Account Management - Sel/PjC)
 Ir. Mazliza binti Zahri @ Zahari
MazlizaZa@tnb.com.my
 03-55102020/03-55106343
 013-3515090

DISTRIBUTION
NETWORK
DIVISION



Chief Engineer
 (Operation & Maintenance – Sel/PjC)
 Ir. Abdul Aziz bin Ahmad
aziz_ahmad@tnb.com.my
 03-80229400 / 03-80229494
 019-4183880



Chief Engineer
 (Asset Planning & Performance– Sel/PjC)
 Ir. Zainalabidin bin Abdul Hamid
ZainalAAH@tnb.com.my
 03-80229400 / 03-80229494
 019-2249175



Chief Engineer
 (Asset Development – Sel/PjC)
 Ishak bin Mohamad Zain
Ishakzain@tnb.com.my
 03-80229400 / 03-80229494
 019-5505806



Principle Engineer
 (Metering – Sel/PjC)
 Ir. Nur Asharina binti Abd Rashid
AsharinaRas@tnb.com.my
 03-80229400 / 03-80229494
 012-2073341

SUPPORT
SERVICES



Senior Manager
 (Business Support Office - Selangor)
 Mond Zamri bin Mohd Yusof
zamrius@tnb.com.my
 03-80229400 / 03-80229494
 019-2210035



Pengurus Kanan Kewangan
 (FSSC Accounts Payable - FSSC AP)
 Azlin binti Kamal
azlink@tnb.com.my
 03-80229400 / 03-80229494
 019-2785152



Pengurus Kanan Kewangan
 (Accounts Receivable - FSSC AR) Selangor/KL
 Hamsiah binti Mustapha
hamsiahm@tnb.com.my
 03-7967900/03-79670337
 019-2142624



Pengurus (HSE Central Zone)
 Jasni bin Rose
JasniRo@tnb.com.my
 03-80229400 / 03-80229494
 019-6578919



Executive Fleet Management
 Mohammad Fuad b. Tajudin
MohammadFuad@tnb.com.my
 03-80229400 / 03-80229494
 019-3335715

UNIT CUSTOMER CARE & BUSINESS DEVELOPMENT



Dato' Ir Hj. Md Yuslan bin Md Yusof

Head

(Customer Service) Selangor

Aras 9, Wisma TNB Subang Jaya

Jalan USJ 10/1A, USJ 10, 47620 Subang Jaya, Selangor

Emel : YuslanMY@tnb.com.my

Tel/Faks : 03-80229400 / 03-80229494

H/P No : 019-9101614

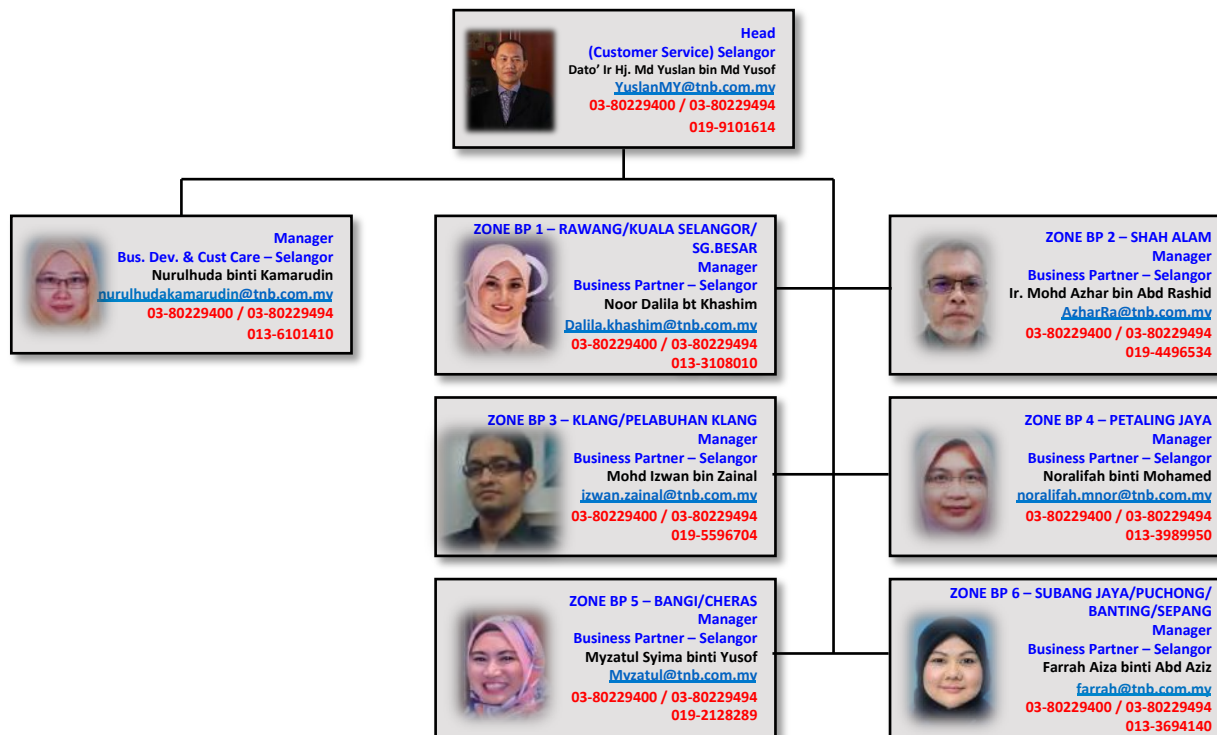
PERANAN & TANGGUNGJAWAB (SEKSYEN BP)

- VVIP
- PRIME
- STARS

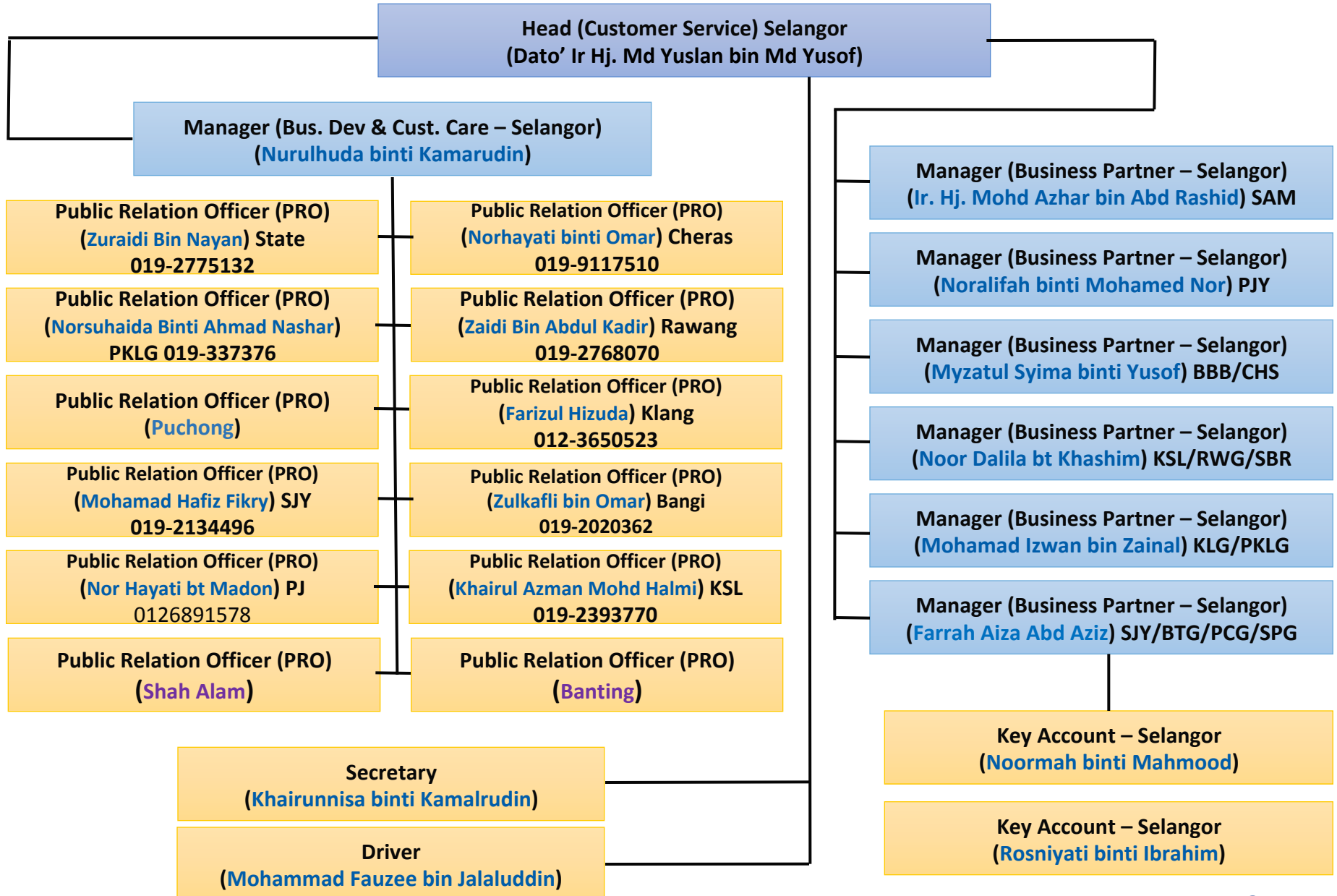
PERANAN & TANGGUNGJAWAB (SEKSYEN BDCC & PRO)

- Duta Kecil TNB (*attended* aduan berulang)
- Membuat *damage recovery*
- Memantau *Service Request dan Complaint*
- Membuat promosi bagi inisiatif baru serta jualan produk-produk baru TNB

UNIT CUSTOMER CARE & BUSINESS DEVELOPMENT SELANGOR



CCBD SELANGOR



UNIT CHANNELS (RETAIL OPERATIONS) – SEL/PJCJ



Norazida binti Kamisan

Senior Manager

(Retail Operations - Sel/ PjCj)

Aras 8, Wisma TNB Subang Jaya

Jalan USJ 10/1A, USJ 10, 47620 Subang Jaya, Selangor

Emel : Norazida@tnb.com.my

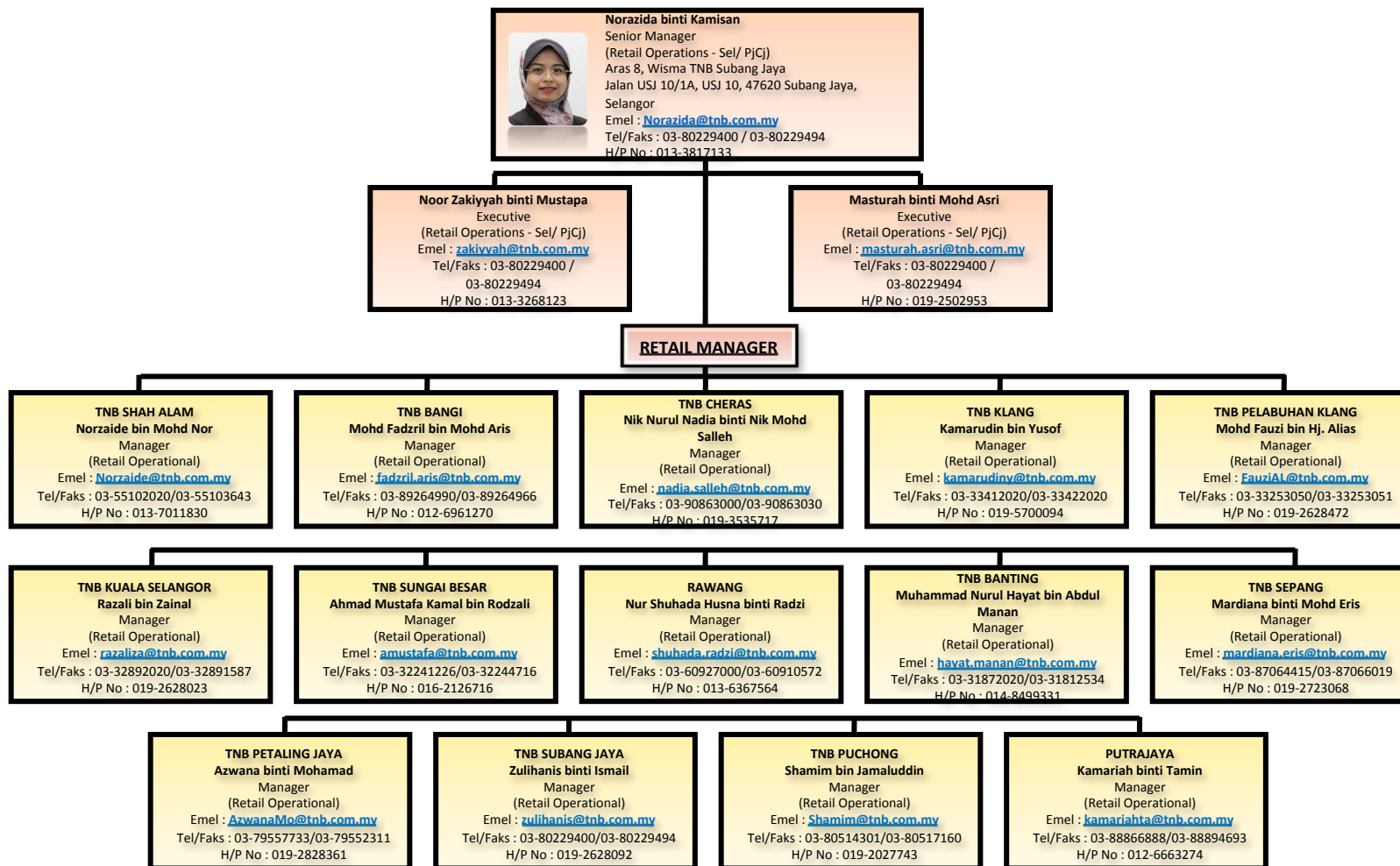
Tel/Faks : 03-80229400 / 03-80229494

H/P No : 013-3817133

PERANAN & TANGGUNGJAWAB

- Berperanan sebagai barisan hadapan TNB yang bertanggungjawab menyediakan perkhidmatan yang berkualiti dan memastikan pengalaman pelanggan yang *seamless/standard* untuk meningkatkan kepuasan pelanggan dan memberikan pulangan pendapatan yang terbaik kepada TNB.
- Kedai Tenaga
- Digital
- Service Delivery & Cross Channel Support
- Permohonan Bekalan Baru
- Pertukaran Nama/Tarif
- Pembayaran

UNIT CHANNELS (RETAIL OPERATIONS) – SEL/PJCI



UNIT OPERATION & MAINTENANCE (O&M) – SEL/PJCJ



Ir. Abdul Aziz bin Ahmad
Chief Engineer
(Operation & Maintenance – Sel/PjCj)
Aras 6, Wisma TNB Subang Jaya
Jalan USJ 10/1A, USJ 10, 47620 Subang Jaya, Selangor
Emel : Ishakzain@tnb.com.my
Tel/Faks : 03-80229400 / 03-0229494
H/P No : 019-5505806

PERANAN & TANGGUNGJAWAB

- Memantau Operasi Bekalan Elektrik pada rangkaian pembahagian TNB
- Operation & Maintenance 11kV & 33kV
- Breakdown
- Street Lighting
- ORR (Operation, Repair & Recovery)
- Substation
- Cable
- Overhead Lines

UNIT OPERATION & MAINTENANCE (O&M) – SEL/PJCJ

Ir. Abdul Aziz bin Ahmad
 Chief Engineer
 (Operation & Maintenance – Sel/PjCj)
 Aras 6, Wisma TNB Subang Jaya
 Jalan USJ 10/1A, USJ 10, 47620 Subang Jaya, Sel
 Emel : aziz.ahmad@tnb.com.my
 Tel/Faks : 03-80229400 / 03-80229494
 H/P No : 019-4183880

Hamdan bin Mohamed
 Principle Engineer
 (Maintenance Planning) – Sel/PjCj
 Emel : akmal.razman@tnb.com.my
 Tel/Faks : 03-80229400 / 03-80229494
 H/P No : 019-5126336

Zainal Abiden bin Sarip
 Principle Engineer
 (ORR) – Sel/PjCj
 Emel : ZainalSa@tnb.com.my
 Tel/Faks : 03-80229400 / 03-80229494
 H/P No : 019-3224925

Amzah bin Abu
 Senior Engineer
 (Diagnostic) – Sel/PjCj
 Emel : AmzahAb@tnb.com.my
 Tel/Faks : 03-80229400 / 03-80229494
 H/P No : 019-2764423

Mohamad Sapri bin Shato
 Senior Engineer
 (33kV Maintenance Executor) – Sel/PjCj
 Emel : SapriSh@tnb.com.my
 Tel/Faks : 03-80229400 / 03-80229494
 H/P No : 019-3864406

Mohd Izuan bin Ismail
 Senior Engineer
 (Civil & Mechanical) – Sel/PjCj
 Emel : izuan.ismail@tnb.com.my
 Tel/Faks : 03-80229400 / 03-80229494
 H/P No : 013-3310411

SUBZONE B1
Muhammad Saidi Bin Awang
 Senior Engineer
 (Maintenance Executor)
 Emel :
 H/P No : 019-7911136

Shah Alam
 Kuala Selangor
 Rawang
 Sungai Besar

SUBZONE B2
Muhammad Fauzi bin Zamin
 Senior Engineer
 (Maintenance Executor)
 Emel : fauzi@tnb.com.my
 H/P No : 019-2819441

Klang
 Port Klang
 Banting
 Sepang

SUBZONE B3
Wee Kim Yong
 Senior Engineer
 (Maintenance Executor)
 Emel : YongWK@tnb.com.my
 H/P No : 019-3262858

Petaling Jaya
 Subang Jaya
 Puchong

SUBZONE B4
Mashirwan bin Shafi'i
 Senior Engineer
 (Maintenance Executor)
 Emel : Mashirwan@tnb.com.my
 H/P No : 019-2774537

Bangi
 Cheras
 Putrajaya
 Cyberjaya

UNIT ASSET DEVELOPMENT AD – SEL/PJCJ



Ishak bin Mohamad Zain

Chief Engineer

(Asset Development – Sel/PjCj)

Aras 6, Wisma TNB Subang Jaya

Jalan USJ 10/1A, USJ 10, 47620 Subang Jaya, Selangor

Emel : Ishakzain@tnb.com.my

Tel/Faks : 03-80229400 / 03-0229494

H/P No : 019-5505806

PERANAN & TANGGUNGJAWAB

- Project (Implementation & Supervision)
- Project Permit Management
- Project Implementation (11kV/LV/SL)
- Project Implementation (Service)

UNIT ASSET DEVELOPMENT AD – SEL/PJCJ

Ishak bin Mohamad Zain
 Chief Engineer
 (Asset Development – Sel/PJcJ)
 Aras 6, Wisma TNB Subang Jaya
 Jalan USJ 10/1A, USJ 10, 47620 Subang Jaya,
 Selangor
 Emel : Ishakzain@tnb.com.my
 Tel/Faks : 03-80229400 / 03-0229494
 H/P No : 019-5505806

Noor Adnan bin Abdul Aziz
 Senior Engineer
 Project Implementation (Civil)
 Selangor/Putrajaya&Cyberjaya
 Emel : adnana@tnb.com.my
 H/P No : 019-2777219

Ahmad Syukri bin Abdul Rahman
 Manager
 Resource Planning
 Selangor/Putrajaya&Cyberjaya
 Emel : SyukriAR@tnb.com.my
 H/P No : 019-3372737

Noor Saedah binti Selamat
 Senior Engineer
 Project Implementation (Services)
 Selangor/Putrajaya&Cyberjaya
 Emel : SaedahSe@tnb.com.my
 H/P No : 019-3238416

Nor Hasina binti Mohd Shaidi Arifin
 Senior Engineer
 Project Implementation (33kV/Rehab)
 Selangor/Putrajaya&Cyberjaya
 Emel : nhasina.msarifin@tnb.com.my
 H/P No : 00129250073

Ekhwan Harith bin Zainudin
 Senior Engineer
 Project Implementation (33kV/Rehab)
 Selangor/Putrajaya&Cyberjaya
 Emel : ekhwan.zainudin@tnb.com.my
 H/P No : 019-7532273

SUBZONE SUBANG JAYA & PUCHONG
 Ir. Nazliyah bt Darus
 Senior Engineer
 Project Implementation (11kV/LV/SL)
 Emel : NazliyahDa@tnb.com.my
 H/P No : 019-3351430

SUBZONE PETALING JAYA & SHAH ALAM
 Logeswari M Shanmugam
 Senior Engineer
 Project Implementation (11kV/LV/SL)
 Emel : logeswari-tnbes@tnb.com.my
 H/P No : 019-2417673

SUBZONE BANGI & CHERAS
 Ir. Mohd Fatimi bin Izani
 Senior Engineer
 Project Implementation (11kV/LV/SL)
 Emel : mfatimij@tnb.com.my
 H/P No : 012-2020540

SUBZONE PUTRAJAYA/BANTING & SEPANG
KOSONG
 Senior Engineer
 Project Implementation (11kV/LV/SL)
 Emel : --
 H/P No : --

SUBZONE RAWANG/ KUALA SELANGOR & SG. BESAR
 Nurshazila bt Zahri
 Senior Engineer
 Project Implementation (11kV/LV/SL)
 Emel : Shazilla@tnb.com.my
 H/P No : 019-3761264

SUBZONE KLANG & PORT KLANG
 Rauyat Kumat
 Senior Engineer
 Project Implementation (11kV/LV/SL)
 Emel : rauyat@tnb.com.my
 H/P No : 019-5517351

UNIT ASSET PLANNING & PERFORMANCE – SEL/PJCJ

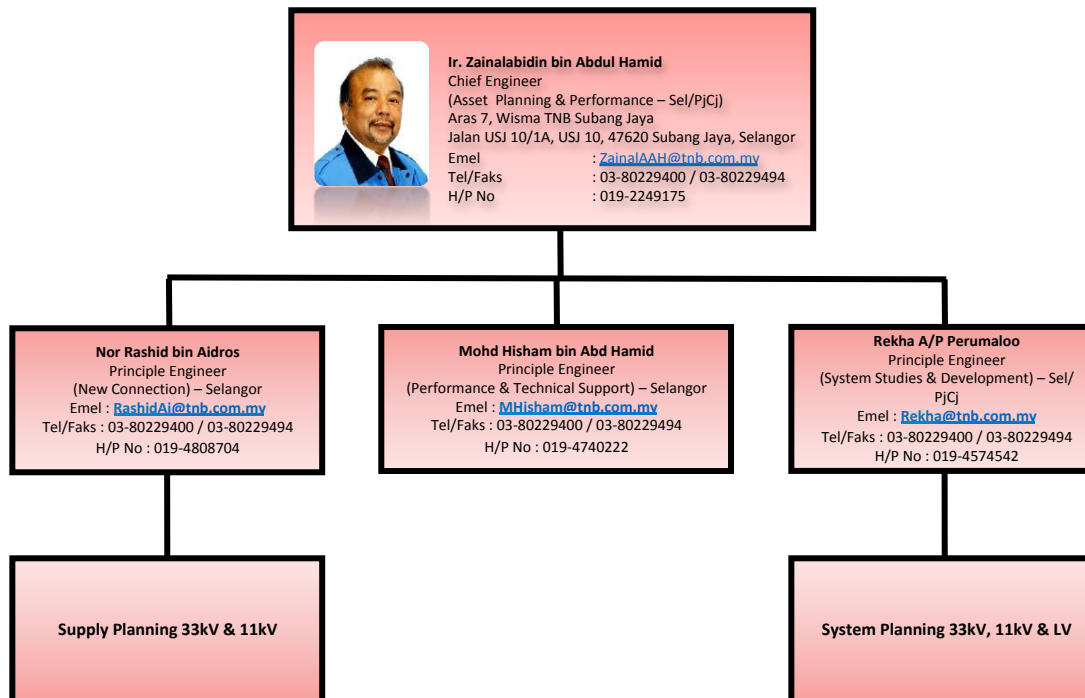


Ir. Zainalabidin bin Abdul Hamid
Chief Engineer
(Asset Planning & Performance – Sel/PjCj)
Aras 7, Wisma TNB Subang Jaya
Jalan USJ 10/1A, USJ 10, 47620 Subang Jaya, Selangor
Emel : ZainalAAH@tnb.com.my
Tel/Faks : 03-80229400 / 03-80229494
H/P No : 019-2249175

PERANAN & TANGGUNGJAWAB

- Mengoptimumkan prestasi dan pelaburan rangkaian demi mencapai perancangan sistem dan sambungan bekalan elektrik mengikut sasaran masa yang telah ditetapkan selaras dengan pembangunan semasa dan *Incentive Based Regulation (IBR)*
- Membangunkan kepakaran yang mendalam dan luas dalam bidang perancangan serta aktiviti bisnes yang berkaitan.
- Planning/Planner
- New Connection
- Supply Planning 33kV/11kV/LV
- OSC,Wayleave & Land Management
- System Studies
- Technical Support

UNIT ASSET PLANNING & PERFORMANCE – SEL/PJCJ



UNIT METERING – SEL/PJCJ



Ir. Nur Asharina binti Abd Rashid

Principle Engineer

(Metering – Sel/PjCj)

Aras 2, Wisma TNB Subang Jaya

Jalan USJ 10/1A, USJ 10, 47620 Subang Jaya, Selangor

Emel : AsharinaRas@tnb.com.my

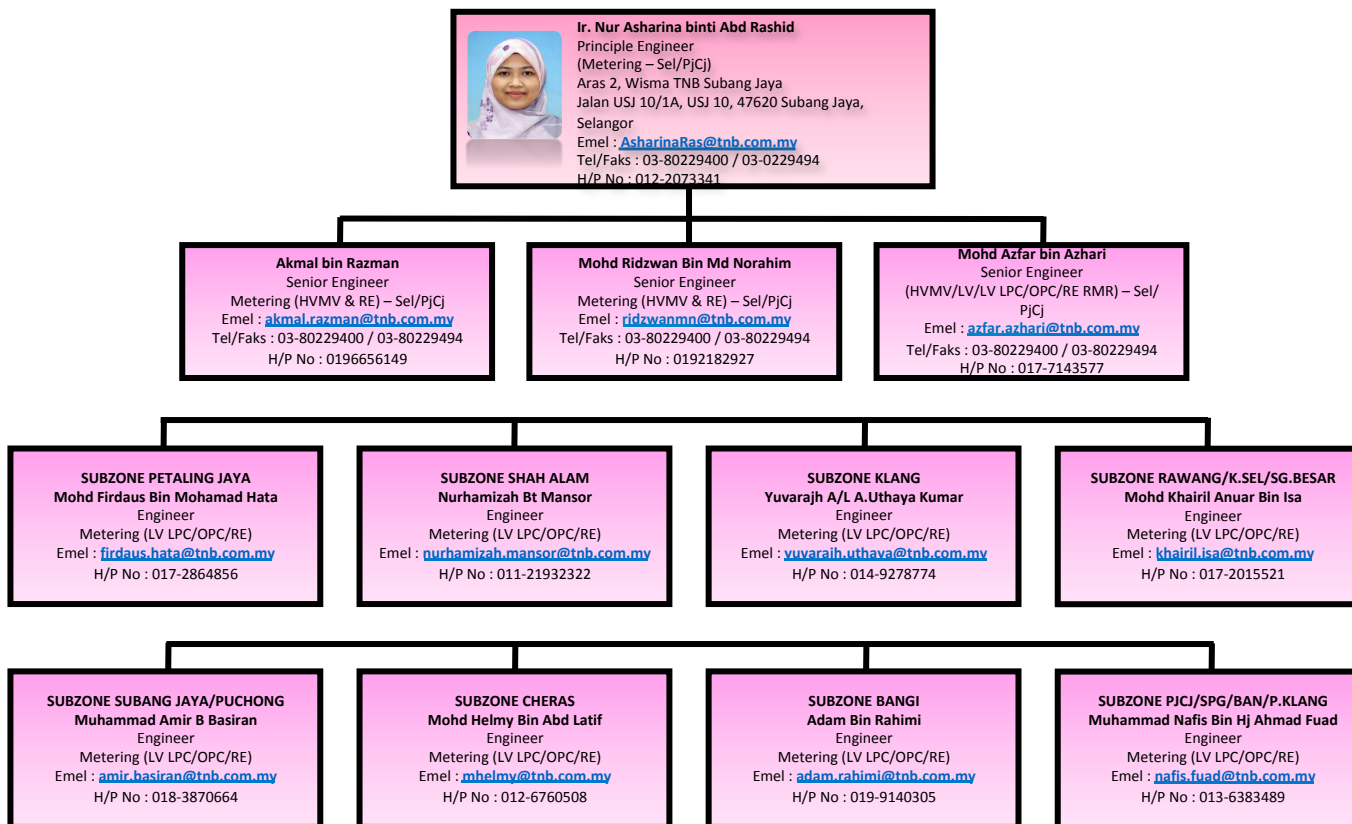
Tel/Faks : 03-80229400 / 03-0229494

H/P No : 012-2073341

PERANAN & TANGGUNGJAWAB

- Memastikan Sistem perjangkaan sempurna di Pembahagian TNB
- Pemasangan , pengujian, pensijilan, pemantauan dan penukaran pepasangan meter TNB.
- Meter HVMV , LV dan RE

UNIT METERING – SEL/PJCJ



UNIT REVENUE ASSURANCE SELANGOR/PJCI



Ir Mazliza binti Zahari

Senior Manager (Account Management)

(Revenue Assurance- Sel/ PjCj)

Tkt 3, TNB Shah Alam

Persiaran Damai, 40702 Shah Alam, Selangor

Emel : Mazlizaza@tnb.com.my













Tel Pej : 03-55102020

H/P No : 013-3515090

PERANAN & TANGGUNGJAWAB

- ✓ Responsible to review & resolve complaint on customer back billing calculation.
- ✓ Monitor payment performance in system
- ✓ Monitor all processes for disposal of MIT weak cases
- ✓ Monitor Prima Facie and JPU performances .
- ✓ Review ATC for mediation proceeding.
- ✓ Perform required Negotiation to all customers' category within operational / service level agreement
- ✓ Conduct analysis to identify improvement on negotiation & collection
- ✓ Conduct/Monitor an Endorsement for Disposal of MIT weak cases.
- ✓ Conduct Review of LOD and Mediation for Legal Activity.
- ✓ Conduct negotiation process with customers and relevant parties involved

UNIT REVENUE ASSURANCE STRUCTURE SEL/PJCJ

HEAD of ZONE	 <p>Senior Manager (Account Management - Sel/PJCJ) Ir. Mazliza binti Zahri @ Zahari MazlizaZa@tnb.com.my 03-55102020/03-55106343 013-3515090</p>				
BACKBILLING CALCULATION (MIT & KKB)	 <p>Eksekutif Muhammad Hanif Hashim Mhanif.hashim@tnb.com.my 03-55102020 013-3550470</p>	 <p>Eksekutif Muhammad Mustaqim Zulkafly Mustaqim.zulkifly@tnb.com.my 03-55102020 011-12266304</p>	 <p>Eksekutif Nur Saleha Rosdi Nursaleha.rosdi@tnb.com.my 03-55102020 014-2366926</p>	 <p>Eksekutif Aina Syahira Azman Syahira.azman@tnb.com.my 03-55102020 019-4354071</p>	 <p>Eksekutif Nur Hayati Zoebir Erry hayati.zoebir@tnb.com.my 03-55102020 016-3922154</p>
BACKBILLING MANAGEMENT (CUSTOMER RELATION)	 <p>Eksekutif Muhammad Ijhar Badaruddin ijhar.badaruddin@tnb.com.my 03-55102020 019-3838114</p>	 <p>Eksekutif Vellasamy A/L Karupiah Vellasamy.karupiah@tnb.com.my 03-55102020 019-6648501</p>	 <p>Eksekutif Zuraidah Mustafa Zuraidah@tnb.com.my 03-55102020 019-2653369</p>		
BACKBILLING MANAGEMENT (NEGOTIATION)	 <p>Eksekutif Juliana Ismail Sani julianaais@tnb.com.my 03-55102020 017-6020849</p>	 <p>Eksekutif Azizan Abu Samah Azizanas2@tnb.com.my 03-55102020 019-3680449</p>			
BACKBILLING MANAGEMENT (LEGAL)	 <p>Eksekutif Nor Izuwana Ahmad Fairos izuwana.fairos@tnb.com.my 03-55102020 017-5810711</p>				

UNIT SEAL ZON SELANGOR



Arizal Bin Ashari

Jurutera Utama

SEAL (Detection) - HQ

Tkt 3, TNB Shah Alam

Persiaran Damai, 40702 Shah Alam, Selangor

Emel : Mazlizaza@tnb.com.my

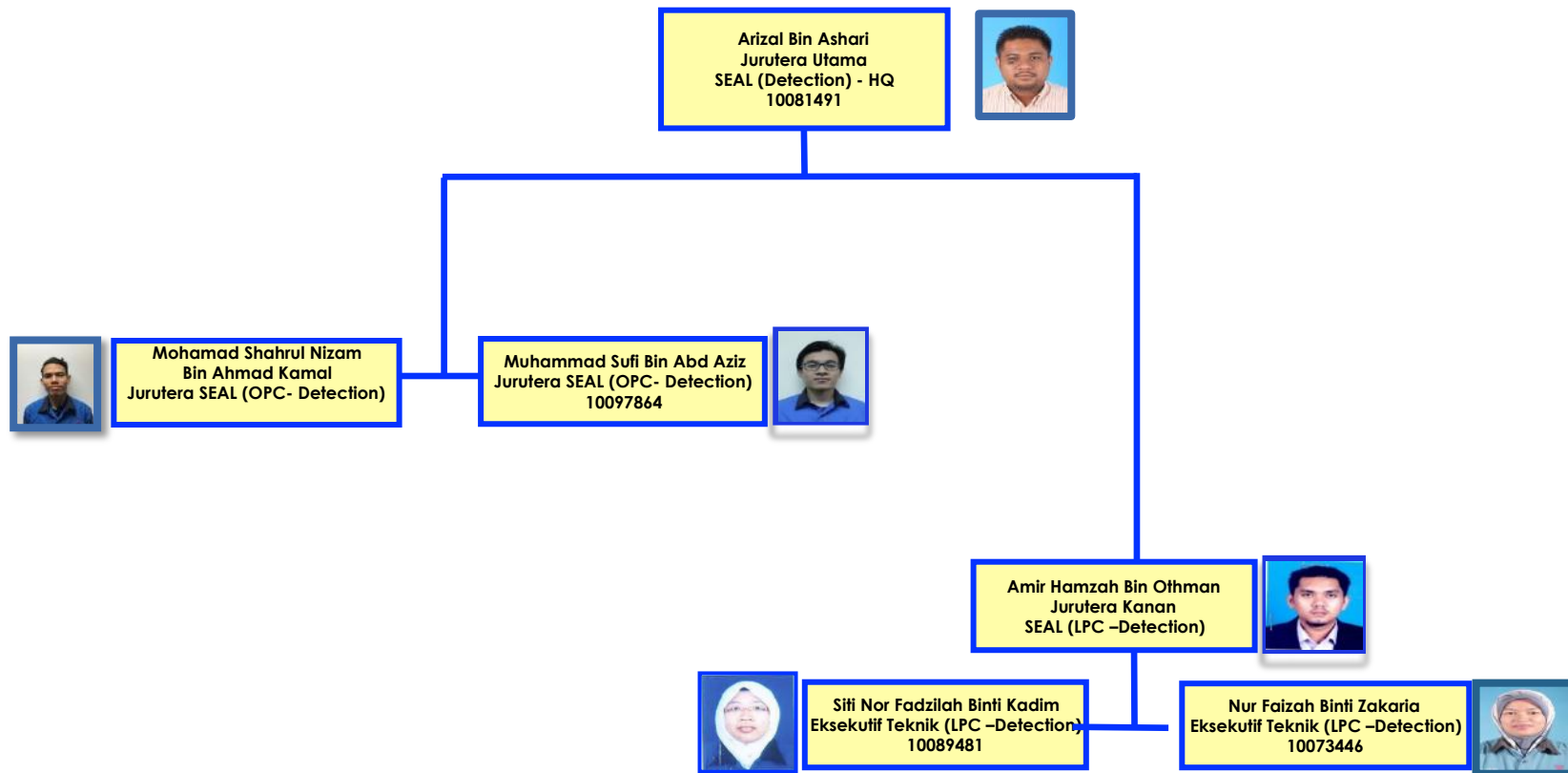
Tel Pej : 03-55102020

H/P No : 013-3515090

PERANAN & TANGGUNGJAWAB

- Responsible to ensure reduction in distribution losses figure.
- Responsible for enforcing detection and deterrence activities with execution of new technologies
- Responsible for providing solutions regarding SEAL operation and customer or disconnections issues.
- To ensure compliance of existing act, policies, guidelines and procedure such as ABE 1990, EC Guidelines, PSI etc
- Manage alignment between various external channels and ensure synergy in operations of various channels especially involving EC, PDRM, MACC, local authority etc
- Responsible to inform EC regarding any latest tampering techniques and seek for advise.
- Create awareness with corporate communication and media regarding tampering & disconnection issues under section 38(1)
- Accountable for Informer management

UNIT SEAL ZON SELANGOR



Thank you

