INDUCTION PROGRAMME

Human Capital & Administration Department
- History of Indah Water Konsortium
- Mission and Vision
- Roles and Responsibilities
- Expertise & Services
- Functions of various Department
- HR policies and procedures
- Staff Discipline and Employees’ Code of Conduct
- Health and Safety
- Environmental
“Indah Water Konsortium Sdn Bhd, a national sewerage company, wholly-owned by the Minister of Finance Incorporated, is responsible for providing sewerage services, operating and maintaining over 5,750 public sewage treatment plants and 13,000km networks of sewerage pipelines since April 1994.”
Indah Water Empire

Set up in 1994 following the privatisation of **sewerage services** in the country by the Federal Government, prior to that, under the responsibility of the local authorities.
1994 – Formation of Indah Water operating and maintaining 5,750 public STPs and 13,000 km of sewerage networks.


Today – operating and maintaining 9,100 public STPs, 16,000 km of sewerage networks and 350,000 ISTs.
Vision is:

ASIA'S PREMIER SEWERAGE COMPANY

SYARIKAT PEMBETUNGAN TERUNGGUL DI ASIA
Mission Statement:-

To provide Excellent, Efficient and Innovative Services For A Safe and Sustainable Water and Environment.

Our Services

- Research & Development
- Sewage Treatment Plant Maintenance
- Certification Services
- Project Management
- Planning Services
- Engineering Services
- Refurbishment & Upgrading of Sewage Treatment Plants
- Technical Skills Development & Training

IndahWater
Expertise & Services

Research & Development

Collaborative research on sludge and treatment performance of sewage treatment plants with local university.

- Utilization of sewage sludge as fertilizer for various crops & soil amendment.
- Co-composting of sewage sludge and municipal solid waste.
- Application of sewage sludge in forest rehabilitation & regeneration.
- Drying of sludge for building material application.
- Self purification capability of Malaysian rivers and sewage loading.
- Sewage effluent re-use using membrane technology.
Planning Services

Focuses on developing a sustainable sewerage infrastructure, effective implementation of capital projects to curtail the construction of ineffective sewerage systems via rationalization, Geographical Information Systems (GIS) application, upgrading & construction of new regional sewerage facilities.
Expertise & Services

Refurbishment & Upgrading of Sewage Treatment Plants

- The rehabilitation works of old plants with the same capacity and/or treatment processes will enhance the effectiveness and efficiency of such plants in addition to improving the aesthetics.

- The process entails fairly complex works ranging from civil engineering aspects of safety, security, cleanliness and aesthetics, to the highly-complex skills mechanical and electrical serviceability of the plant.
Technical Skills Development & Training

- Pioneer in developing comprehensive technical and engineering training modules for the sewerage industry for all levels and aspects of sewerage systems.

- Training modules include basic maintenance to detailed planning, EIA, Hazard Operability, equipment design, functionality and maintenance, processes, civil works, mechanical and electrical works to construction of sewers by qualified and experienced engineers.
Expertise & Services

Engineering Services

- Specializes in site survey works, preparation of design brief, detailed systems designs.
- Environmental Impact Assessment (EIA), Environment Assessment (EA), Hazard Operability Studies, reviews engineering and treatment processes.
Expertise & Services

Project Management

- A team of specialists, who provide total solution project management of capital works program activities from conceptual design, EIA, engagement of consultants, construction up to testing and commissioning.

- The team comprises of professional engineers in design, environment, chemical & contract administrators to ensure high quality health, safety and environment practices in design and construction practices.
Expertise & Services

Sewage Treatment Plant Maintenance

A team of experienced engineers, chemists and qualified technicians with knowledge of treatment technology and process optimization are dedicated to operate, monitor and perform routine preventative maintenance works as well as laboratory analysis of effluent and sludge.
Chairman

Y.Bhg Tan Sri Dato’ Seri Utama Abu Zahar Bin Dato Nika Ujang
Chief Operating Officer

Ir Mohd Haniffa Abd Hamid

Oversees the administration and operations of the following 4 Departments:

- Operations & Maintenance
- Planning & Engineering
- Capital Works and Refurbishment
- Customer Relations
Operations & Maintenance Department

Head of Department
En Mohd Zainal Zakaria

- Operations Planning
- 22 Unit Offices -
  - Managing over 5000 STPs and 11,500 km of sewers in 84 L.As
  - Desludging for 6.5 million customers using 1.2 million septic tanks
  - Managing sludge treatment and disposal facilities
  - Managing support services
    - (lab - 40,000 samples per year)
    - (mechanical and electrical maintenance)
- Customer Service & Payment Collection counters
- Fleets Operations
Planning & Engineering Department

Head of Department
Mohd Adnan

- Planning services & assets management
- Engineering & environmental services
- Land services
- Quality & capacity development
- Developer services
- IWK Training Centre (Bkt Jalil)
Customer Relations Department

Head of Department
Mr. Jothesvaran Nadarajah

• Field Services
• Customer Care
• Billing (domestic) & Debt Recovery
• Billing (non-domestic) & Cash Receipting
• Database
Capital Works Department

Head of Department
Ir Mohd Zuki Muda

- Capital works
- Refurbishment work to existing treatment plants, sewerage networks and other related assets.
- Refurbish old sewerage infrastructure to bring it to its design intent or required treatment performance and replace all Bio-soil plants.
Human Capital & Administration Department

Head of Department
Puan Rozi Baharudin

• Talent Planning & Sourcing (Recruitment)
• Performance & Rewards (Compensation & Benefits)
• Learning & Development
• Industrial Relations
• Administration
Finance Department

Head of Department

Mr. Chua Tiong Leong

• Overall Management and reporting the company Finance
• Financial Accounting
• Management Accounting
Procurement Department

Head of Department
Puan Suzinor Kamaralzaman

- Contracts Management
- Procurement Administration
- E-Procurement SRM
- Insurance
Information Technology Department

Head of Department
Encik Zainuddin Salleh

• Technical Services
• Systems Operations
• Application Support
• Database
• Applications
• Systems Analyst
Project Management Department

Head of Department
Encik Azmi Bin Idris

- Manage ad-hoc IWK projects (currently GKL Project)
- Manage tenders and awards of New Capital Works Projects
- Manage & Contract Administer the Construction of New Capital Works Project up to completion and handover for operations (Management Consultant for JPPs KPKT projects)
- Implement Safety, Health and Environment (SHE) awareness programme for New Capital Works
- Management of Private Connections programme
Communications Department

Head of Department
Ms Wan Esuriyanti Binti Wan Ahmad

- Media Relations
- Events Management
- Information Management
- Briefings, Exhibitions & Observation Tours
- Advertising
- Government Liaison
- Business Performance Records & Reporting
- Miscellaneous - sponsorship, donations, etc
Legal Department

Head of Department

En Zainul Abidin Ahmad

- Litigation;
- Contracts;
- Advisory;
- Regulatory; and
- Debt Recovery
Internal Audit Department

Head of Department
En. Syamsul Anwar

- Providing Reasonable Assurance and Recommendations
- Performing High Quality and Independent Audits
- Providing Fair, Relevant and Quality Reports
- Attracting and retaining Quality Staff
- Building Quality Organization and Culture
Corporate Planning Department

Head of Department

Cik Karina Mohammad Nor

- Business Development
- Corporate Performance
- Navigator of IWK
Corporate Risk Department

Head of Department

Mr. Gobi Palaniandy

- Corporate Risk
- Risk Management
- Risk Register
Integrity Unit

Head of Department
Sharifah Hanizah Binti Syed Hussein

- Promote integrity
- Integrity pledge