

INTERNATIONAL THE NEWS

Agreement signed between PBIT and PITB

January 26, 2021.

Punjab Board of Investment and Trade and the Punjab Information Technology Board (PITB) have inked a contact centre services agreement to establish an investor helpline.

The agreement was duly signed by the Chief Operating Officer PBIT Jalal Hassan and Sajid Latif DG e-Governance PITB, while Chief Executive Officer Punjab Board of Investment and Trade Dr Erfa Iqbal, Joint Director Citizen Contact Centre Ali Zeb, and other team members of the organisations were present.

According to the agreement, a citizen contact centre will handle inquiries and complaints and will also establish an online portal for PBIT which shall be maintained in parallel and synchronisation to the telephone-based helpline.

Under this agreement, Punjab Information Technology Board will provide assistance to Punjab Board of Investment & Trade in feedback calls through holistic call centre service during specified timings and will also provide CRM access to PBIT through user login and other credentials.

Together Punjab Board of Investment and Trade and Punjab Information Technology Board will be able to facilitate investors both local and foreign and to brand Punjab as an ideal destination for investments due to its liberal investment regime and rising economic opportunities.