
MEDIA RELEASE

DIAL TOLL-FREE 5720 TO LODGE COMPLAINTS ON STREETLIGHT FAULTS

30 August 2018

Fiji Roads Authority (FRA) wishes to remind members of the public to directly report on the non-functioning of streetlights by calling 5720 (toll free).

FRA Acting Chief Executive Officer Robert Sen says all complaints are logged into our complaint system within two working days from receipt of the complaint.

“Our customer service representative acknowledges all complaints within two working days from receipt of the complaint and provides a reference number to enable the customer to easily follow up on the complaint,” Mr Sen said.

He said the matter is then referred to the relevant department, depending on the type of complaint received.

“We aim to rectify all streetlight complaints within 10 working days of notification with the exception of emergencies and call outs where entire section of the road or street has a streetlight blackout. Such call outs are expected to be responded to within 8 hours of a complaint.”

FRA hours of operation are from 8:00am to 5:00pm from Monday to Friday. All calls outside business hours are rerouted to the FRA short code 5720 and is answered by a rostered staff.

Members of the public can also email their concerns to info@fijiroads.org.