

A Story fo Outstanding Customer Service

Bangalore: This time it was the Operations department in Bangalore that reemphasized that Customer Service and Satisfaction are the core objectives of its existence. This is second occasion in a span of two months where Ujjivan's staff coordinated and worked together, with single mindedness, in serving customers in time of crisis.

On the 2nd of September loan disbursements got paralyzed as HDFC Bank's national network went on the blink. Coming after our efforts to cope with the burgeoning loan demand in the last couple of months and with the Ganesh Festival the next day, it was an extreme crisis. The operations department in Bangalore got into high gear and with the great support provided by Mr. Madhusudan of HDFC Bank was able to ensure that disbursement of loans took place in all the scheduled branches in Karnataka totaling over Rs. 12 lakhs.

