

A Story of Outstanding Customer Service

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Dakhineswar: Ujjivan's dedicated field staff proved that customer service and satisfaction are the most important objectives of Ujjivan's existence. In Dakshineswar branch of Kolkata zone, at the day of loan disbursement, the entire loan amount was snatched from the branch staff on their way from the local bank to the branch. This created chaos among customers and staff.

Mrs. Manju Nandy, Area Manager, on being informed about the incident has taken total control and ownership of the situation and responded immediately. She promptly reported to the concerned authorities, made alternative arrangements and ensured that loans were disbursed to the customers on time.

This incident has boosted the confidence of Ujjivan's staff and reinforced customer's trust towards Ujjivan.

