

Improvement in SBI Raha branch services demanded



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Dibya J Borthakur 21 May 2010 8395 views

The people of Raha have strongly demanded the higher authority of the State Bank of India (SBI) for providing adequate facility to the customers of its Raha branch.

The people alleged,that the customers of the bank were permanently facing various transaction-related problems.

There is no parking place for two- wheelers , four- wheelers and even bicycles. As a result, customers, were compelled to make best use of the free space in front of the nearby business establishments , thus resulting haphazard parking , frequent accidents and a general melee on all working days.Traffic jams too were the order of the day owing to chaos in the area.

It might be mentioned here that , the SBI Raha branch covers a huge area as there is no other branch except the Punjab National Bank nearby, as a result a sizeable gathering of customers assemble every day. Strangely enough, there is no proper arrangement for customers seating. Only a few chairs available provided by the authority can not meet the need of the large section of customers. The old and disabled have to make good by sitting on the floor of the bank. In addition to this, the bank branch has no proper facility of toilet or safe drinking water for the customers.

Talking to this correspondent, a section of worried customers said that they were not satisfied at all with the functioning of the bank as well as the behaviour of the bank employees despite several requests to the bank authority to improve the customer care service. But to the utter dismay of its customers, the SBI Raha branch authority always has a negative reply to the customers.

Now , the customers of the bank are waiting with expectations to see if the higher authority of the SBI take any step to improve the customer service at Raha branch of SBI.

Dibya J Borthakur

Roha, Nagaon

BY DIBYA J BORTHAKUR

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