LODHA

Gauri Kulkarni <gauri.kulkarni@lodhagroup.com>

Re: Fw: Request for intervention in closing Design cases

1 message

Pradeep Nair <pradeep.nair@lodhagroup.com> Fri, Dec 14, 2018 at 11:00 AM
To: Gauri Kulkarni <gauri.kulkarni@lodhagroup.com>
Cc: Mayuresh Kelvalkar <mayuresh.kelvalkar@lodhagroup.com>, Pratik Rane <pratik.rane@lodhagroup.com>, Ajay Gandhewar <ajay.gandhewar@lodhagroup.com>, Deepesh Hedaoo <deepesh.hedaoo@lodhagroup.com>, Nirbhay Mehta <nirbhay.mehta@lodhagroup.com>, Chandan Sawant <chandan.sawant@lodhagroup.com>

Dear Gauri,

This was a tricky case for us as the customer was very difficult. We truly appreciate your support. Thanks!

Regards,
Pradeep

On Fri 14 Dec, 2018, 10:51 AM Gauri Kulkarni <gauri.kulkarni@lodhagroup.com wrote:

> Dear Pradeep,
>
> We have spoken to the customer & explained the carpet areas to him.
> File attached mentioning the closure of this case.
>
> Regards
> Gauri.
>
> On Thu, Dec 13, 2018 at 9:00 PM Ajay Gandhewar <ajay.gandhewar@lodhagroup.com> wrote:
>
> > Hi all,
> > We have some pending list of customer queries. Can we close them asap?
> > thanks & regards,
> > Ajay
> >
> > Sent from my BlackBerry - the most secure mobile device
> >
> > **From:** amit.navalkar@lodhagroup.com
> > **Sent:** December 13, 2018 15:17
> > **To:** nivedita.parab@lodhagroup.com; siddhartha.ray@lodhagroup.com; mayuresh.kelvalkar@lodhagroup.com; janhavi.murkar@lodhagroup.com; minal.haldankar@lodhagroup.com; nirbhay.mehta@lodhagroup.com; abhijeet.deshpande@lodhagroup.com; ameya.moray@lodhagroup.com; gayatri.ganesh@lodhagroup.com; jui.sawant@lodhagroup.com; shreya.chakraborti@lodhagroup.com
> > **Cc:** ashitosh.mohite@lodhagroup.com; ajay.gandhewar@lodhagroup.com; rajesh.patil@lodhagroup.com; sushant.patil@lodhagroup.com; sonal.bhide@lodhagroup.com
> > **Subject:** FW: Request for intervention in closing Design cases
> >
> > Dear All,
> >
> > Request to please close out your queries which are long overdue.
> >
> > Also request to close out the queries as they come and not wait to clear a number of queries together as a batch because any delay will impact the TAT's and eventually the C-SAT scores.
> >
> > In case you have already closed the query ignore the mail.
> >
> > Regards
> >
> > **AMIT NAVALKAR**
> >
> > Dy. General Manager - Architecture | Design
> >
> > d 022.6133.9560 ▪ m 7506372022 ▪ www.lodhagroup.com

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From: Pradeep Nair [mailto:pradeep.nair@lodhagroup.com]
Sent: 12 December 2018 10:51
To: Amit Navalkar
Cc: Sumit Kumar; Pradeep Rao
Subject: Request for intervention in closing Design cases

Dear Amit,

As discussed, requesting your intervention in closing the pending cases raised with the team. There are quite a few cases that are now over 10 days old and that is way over our agreed TAT. While some members are really prompt, we have had issues with the responsiveness of the others (I sometimes have to make multiple phone calls which doesn't make sense).

Would request you to sensitize the team about the importance of this activity as these are direct customer requests and delays lead to escalations.

Kindly let me know if we need to make changes to any aspect of the current info sharing process.

Regards,

Pradeep Nair

Associate General Manager - Customer Care

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