

MIZORAM CO-OPERATIVE APEX BANK LTD.

Head Office : Tuikual South
Near Tennis Court, Aizawl,
Aizawl-796001, Mizoram.



Email: mcabho@mizoapex.com
Fax :0389 2327764
Phone:0389-2322744

No.MCAB/Adm/15/2024-25/37

Dated Aizawl, the 21st June, 2024

CIRCULAR

Kan hriat theuh angin Mizorama Bank hrang hrangte customer in chuhna boruak sang tak a awm mek lai hian Customer hipna hmanraw tha ber chu Customer care tih that a ni . Chutih laiin tun lai hian Customer service ah kan Bank hi kan in thlahdah ta hle ni a hriat a ni a, hei hi Head Office chuan pawl a tiin a ngai thu tak hle a ni. Branch thenkhatah kan customer neihsa ten Customer service kan pek that loh avangin lungawi lovin Bank dang an pan tih hriat a ni a, hei hi thil pawl tak leh serious tak a ni. Tun a tang chuan Customer service ngaih pawimawh loh avanga kan Customer neihsa ten kan Bank min chhuahsan an awm leh a nih chuan a mawhhphurtu zawn chhuah a, a tul anga action lak a ni zel tawh ang .

Branch zawng zawngah Customer care ti tha tur leh ngai pawimawh thar leh theuh turin kan in hriattir thar leh a, Thawktu zinga tu emaw avanga customer lungawilo leh vuivai an awm a, bank danga in sawn phah an awm leh a nih chuan Head Office chuan a pawm zam mai mai tawh dawn lo a ni. Kan Bank hi customer ngaihsakna leh customer te pawhin dawr nuam min tihna hmun a nih theihna turin thawktu(Staff) zawng zawng kan pawimawh a, a bik takin 'May I help you' countera thu te leh Counter tina thu te an pawimawh leh zual a ni. Kan Bank din thar leh a, chawi nung thar leh turin leh Customer Care ngai pawimawh thar leh theuh turin Branch tina thawktu zawng zawng te kan in ngen a. Chutih rualin Staff te Office a hun taka thleng a, zing dar 10:00am ah chuan mahni thutna theuh atanga customer te lo dawngsawng hman turin kan in ngen a; office pawimawh a nih loh chuan mimal thilah transaction hours chungah office chhuahsan ching lo tur leh mahni thutna thawhsan fo chin loh tur a ni.

Sd/-

(A.LALLUNGMUANA)

Chief Executive Officer

Dated Aizawl, the 21st June, 2024

Memo. No.MCAB/Adm/15/2024-25/37

Copy to:

All Heads of Branches for information and necessary action. They are requested to circulate amongst staff working under their control for strict compliance.

(C.LALTHANPUIA)

Asst.General Manager
Administration