

GNIDA



About GNIDA

Greater Noida is being developed as a Metro center, providing quality urban environment to attract economic activities and population to decongest Delhi. The UP Industrial Area Development Act 1976 provided the basic enabling framework for developing an efficient and integrated modern city with high service and delivery standards. It provides for Planning, Developing, Regulating and Operations under a single authority - GNIDA. In 1991, total number villages notified were 101. In 1994, an additional 23 number of villages were notified & total number was 124. In 2006, an additional 188 villages were notified as development area for further expansion of the Greater Noida area. Presently, the total number of villages notified with GNIDA and its expansion area are 293, after a few modifications as done by U.P. State Government.

The Need of the Client

GNIDA required an able customer care specialist to handle the queries, complaints and grievances of its large customer base. Due to the capital-intensive nature of real estate services, time of handling and resolution of tickets raised was of essence.

Solution for the Client

A well-thought-out and deeply researched solution/package of services was developed for addressing the specific requirements of GNIDA. This included a variety of complementary services, built around the core solution consisting of inbound support for the Greater Noida Authority contact number.

Results from the Solution

The services that we delivered included resources, timelines, and overseeing the entire execution process of the solution from implementation to feedback integration.

GNIDA gained the utmost in terms of client satisfaction, as the number of grievances addressed grew to eclipse previous performance.

The positive impact of our services on the business of the client was there for all to see, and the client acknowledging the high quality of the services we delivered added another feather to our already burgeoning hat.

Go4customer incorporated the learnings from our solution deployment for GNIDA into our existing processes so as to evolve our services for the tech-driven future!