

Second Citizen Assistance Workshop held in Granma by the Wellbeing Platform

Granma

With the objective of evaluating the actions carried out in Granma for consumer protection, the Second Citizen Assistance Workshop was held this Friday by the Bienestar Platform.

The event took place at the headquarters of the Business Group of Commerce, in the province, with the participation of the directors of the commerce and gastronomy companies of all the municipalities and the specialists in consumer service from the entities of the sector in the territories. .

In the citizen service workshop, which also had the presence of organizations such as the Prosecutor's Office, the Ministry of the Interior and the Comptroller's Office, the implementation and operation of the different forms established for serving the people, such as telephone calls, were analyzed and evaluated. , personalized, letters, social networks, email and others.

It was emphasized that the leaders of each commerce and gastronomy entity are the most responsible for the correct functioning of the legislated channels to serve and protect the consumer. Likewise, the importance of efficient information to the population about the services of the units was highlighted. commercial and gastronomic, work that enables greater effectiveness in the marketing processes and service to the people.

Another aspect dealt with with emphasis in the second citizen service workshop by the well-being of commerce and gastronomy platform, was the professional and constant improvement of specialists and other people in charge of the care and protection of the consumer and the people in general, with the purpose of achieving efficiency and quality in the provision of services and in serving the population and consumers.

Referencia

[Realizan en Granma Segundo Taller de Atención Ciudadana por la Plataforma Bienestar](#)