

*Dear Sir*

*I wish to place on record my appreciation for the promptness with which your staff and your system complies with the service requests and/or any deficiency brought to their notice. In this respect the personal attention paid by your staff at all levels is highly commendable. I have on my own brought to their notice when anything needs to be done even in case of street lighting and the same is attended to very speedily. I am happy that as a satisfied customer it is my duty to place this message on record so that the entire team of 'RELIANCE GROUP' (including other sister organisations) draw lessons as how to earn the goodwill of the customers they serve despite various constraints and high cost servicing.*

*Sincerely yours*

*Narasimhan N.D*