

30.07.2009

Dear Shri.K.K.Pandey,

Thank you very much for arranging your personnel to attend the complaint (sms) of mine within 10 minutes tonight very promptly at 0900pm. I really appreciate your concern towards the consumers of our deonar colony. To tell you the fact , nowadays there has not been much break downs in our locality like yester years .. No Trip Off , No NO SUPPLY in 1 ph or all 3ph ,NO Black Out , No Transformer Bursting incidents or even Failure ,No LT/HT Snagsetc which clearly indicates a tremendous sign of improvement in your Supply division's maintenance & operation . This good things could happen because of your assessing and examining skill & authority with constant monitoring capability. You have also made a comprehensive reforms in these areas of Safety after I wrote to **Shri.Lalit Jalan** on 13.12.2008 about the supply division. You may wonder how I can be both ! I must admit the fact that ever since of that incident safety negligence in december last year in our locality you have not compromised anything related to safety with no undermining mindset. Beleive me Sir, WE the Indians are one of the largest and Scientific Manpower reserves in the World , but we lack in two things i.e.Safety and Quality and we are also pathetically ill- equipped .

I have been seeing your successful efforts of your supply division to improve the quality to their level best and dedication under the guidance of **Shri.R.D.Patil** . Again , Shri.Patil who is incharge of the supply division at Deonar , seems to be popular in your Reliance circle , as a person of unblemished character who has been with full devotion and sincerity to the job. I am told by your grass root personnel during my interaction with them , Shri.Patil has been mandated by them to address their difficulties as he is a good listener and has the good managerial skill & potential to handle the issues of the work force diligently day to day.

Thru' this mail I would specially thank you for bringing certain qualitative changes in the working style and culture and strengthening the Reliance institution with your accountability ,upright character and moral principles. We hope that you would continue to strive of fulfilling the expectations and demands of the Consumers to a great extent in future too.....

Thank you,
Leo
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