

**YAGNESH M VORA****C-A 31, MIHAR APTS, CHARKOP VILLAGE , KANDIVLI (WEST) TEL : 28689211**Reliance Energy Ltd.  
Central Zone- Dindoshi14<sup>th</sup> October 05

Kind Attn : Mr. Amitav Ghosh - Chief Executive

Dear sir,

Sub: Customer Service - Kudos to "REL"

I simply can not resist my impulse to express my deep, revered sentiments of gratitude and sincere appreciations for the excellent quality of service - an exemplary kind of service rendered by the team of maintenance engineers in general and Mr. Jitendra Patil - Sr. Engineer, Systems Control in particular for extending co-operation so promptly and smilingly to my problem with instant action of favour on 9<sup>th</sup> October 05.

As you may be aware, there was no power in Charkop area from 10.30 pm onwards on Saturday the 8<sup>th</sup> Oct 05; after a temporary restoration at 2 am, the power was again withdrawn at morning 7.30 am on 9<sup>th</sup> Oct 05.

Upon phonic enquiry and request with REL - 30303030 whether the power can be restored for about 15 - 20 minutes so that my 86 year old handicapped relative with acute orthopaedic problem could be brought down by lift.

I was advised to contact and request Dindoshi REL Office on 28420505 - Maintenance Dept.

Mr. Jitendra Patil - Sr. Engineer spontaneously, with all humbleness and courtesy, granted my request and agreed to restore power between 8.45 - 9.30 am.

It was restored and I could get my relatives down thr' lift. admittedly, it would have been an impossible uphill task but for the rescuing by REL team otherwise an unmanageable situation.

With all the ingenuous expressions of gratefulness, I am once again so happy to note the religious sense of duty and devotion among the REL maintenance team towards customer care, customer service and satisfaction.

It is indeed heartening to experience "THE CUSTOMER RELATIONSHIP PHILOSOPHY" is the focus at "REL" in fostering customer values ultimately to show that "REL" cares for customers with humanitarian approach.


I personally congratulate the management of "REL" for pursuing and practising as well the quality management system true to its spirit instilling and percolating moral values down the hierarchy - a good, responsive team.

I wish "REL" management and team my best wishes for the company to attain still higher accolades and success in her performance, growth and glory with greater customer values and pray may the tribe of "REL" proliferate in our nation.

With regards,



YAGNESH M VORA


 CC : Mr. Natrajan - Sr. Manager (Maintenance)