

From: Arvind Lal [mailto:aml@vsnl.com]
Sent: Friday, July 11, 2014 10:35 AM
To: ravibhat@godrej.com
Cc: nbansal@godrej.com
Subject: Appreciation for Service

From: Narendra Mohan Lal
(Formerly) Director,
Ministry of Health and Family Welfare,
New Delhi

Address: 48, Ankur Apartments,
7, I. P. Extension, Patparganj,
New Delhi 110 092.
Ph: 2272 4522

Dear Sir,

I write to express my appreciation at the excellent service provided by Godrej for my 2 window ACs which I had purchased in 2011. On 9th July I had given my service request (Complaint No. D 0907264440), that my AC was not cooling and the gas had leaked. This AC had had the same problem earlier in May and had been repaired on 19.5.2014 (vide D 1805251210). I am so happy that within a day i.e. on 10th July, the service people came and refilled the gas in the AC.

Sri Bansal took personal interest to ensure that the job was done quickly and well. I find that he has this very rare quality that he takes pride in the quality of work he does and the service his department provides. I can vouch for the fact that the Godrej service in our area is excellent. In the past I have had LG, Samsung and Voltas ACs, and I can tell you that Godrej is head and shoulders above in this respect. It is all well organised, and the boys who come are polite and know their stuff. So a big thank you from this old pensioner who really appreciates that at the age of 87 he does not have to run around from pillar to post for repairs!

Thanks once again and regards

N. M. Lal