

--- On **Mon, 14/9/09**, **JAISON JOSEPH** <jaisonjoseph@yahoo.com> wrote:

From: JAISON JOSEPH <jaisonjoseph@yahoo.com>  
Subject: service - feedback - reg  
To: ravibhat@godrej.com  
Cc: "jaison joseph" <jaisonjoseph@yahoo.com>  
Date: Monday, 14 September, 2009, 4:04 AM

Dear Sir

i am quite impressed and happy with your service support.  
I had requested a service online to get my dad's washing machine repaired at our native in the following address

Joseph Thomas  
Puliyananickal House  
Malakallu P O  
Rajapuram (via)  
Kanhangad 671532,  
Kasargode District  
Kerala.  
Phone: 0467 2224435.

to be frank, when i registered the complaint, i had least hope that it will be attended.  
But when my dad called me two days back and told that the complaint was attended, i was taken by surprise and a lot of feel good factor for Godrej. A Complaint registered from trivandrum, in bombay, getting attended in Kasargode...that's simply wonderful!!!!  
infact i was very very impressed.(infact my dad and mom were wondering as to who had informed Godrej regarding the faulty washing machine. i did not tell them that i have registered the complaint, for i was not sure if you people will attend!!!)  
just thought of sharing my good feeling with you people. keep up the good work and wish Godrej all success in their future endeavours.

with regards

Jaison Joseph  
Scientist, FMD  
VSSC/ISRO  
Trivandrum 695 022.