

Dear Sir,

I am a proud owner of Godrej refrigerators for more than 3 decades. My experience with every subsequent model of yours is happy. More than a year ago I purchased your latest 2 door model at Lonavala. Recently the unit was not working to my satisfaction and I was upset. I landed in Lonavala from Bombay with my family only to find that the refrigerator was not working well. It was a Diwali day. I called your local service engineer Mr. Rajesh Pawar and explained to him the nature of the emergency. A lot of food that we had carried from Bombay would have gone waste. Within couple of hours of my call Mr. Rajesh Pawar promptly came over to my house and set the unit working. There was no major fault, but the unit controls needed fine tuning.

I am highly impressed by the promptness of service and professionalism shown by Mr. Pawar. I could not have blamed him if he had refused to attend to the call as it was during Diwali vacation. I can well imagine what would have happened if he had failed to turn out. I would have been forced to call some make shift engineer from the town and the new engineer deliberately or due to his ignorance would have fiddled around the refrigerator and carried out some repairs which were not necessary. In the long run this would have spoiled my refrigerator and the reputation of your company would have eroded in my esteem. It is trust worthy and honest grass route engineers like Mr. Rajesh Pawar who are responsible in their small way in keeping the reputation of your company shining.

I compliment you on recruiting such able young men like Mr. Rajesh Pawar.

With best wishes for a Happy New Year.

Yours truly,

Dr. AJIT PHADKE

UROLOGIST

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