

**From:** OMPRAKASH MALIK [mailto:op\_malik50@yahoo.com]  
**Sent:** Tuesday, April 23, 2013 8:17 PM  
**To:** smartcare@godrej.com; pverma@godrej.com  
**Subject:** Appreciation

Dear Sir,

1. I purchased a godrej washing machine & a refrigerator and have been availing your maintenance services constantly. I will be failing in my duty if I don't bring to your notice good work done by your team based at Delhi. ( Mr Rakesh Sumrani & his team)

3 There was a problem in my washing machine. I found them quite prompt & responsive to attend the fault. Mr Sumrani kept chasing the case constantly day in and day out, till it got finally resolved. They are quite positive & helpful to the customers. He organises his work well & displays good team spirit. I am sure they are creating good environment for the growth of the company.

4 May God bless them for the good work done under the leadership of Mr Verma. I found Mr Verma an excellent person who worked entirely to my satisfaction and should prove an asset to organisation.

With regards,

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