

My Dear Arun,

It was so nice to talk to you the other day about my requirement of transferring the electric meter of my residence in my name from the builder of our premises.

As directed by you I talked to Shri Bhan and he directed his colleague Ms. Rajeshri to do the needful in this regard.

She guided me about the procedure and sent the necessary forms to me which as per her instructions I filled in along with the required documents.

She was so nice to send her colleague to pick up the entire set of papers/documents from my home today morning. However, the most surprising message that

I received from Mr. Bhan today around 5 pm that the change of name procedures have been completed and henceforth I will receive electricity consumption bill

In my name.

Arun let me tell you that this is the mark of real efficiency that I have not seen in our country. It is exemplary customer service that within 5/6 hours the entire

Procedure is completed and communicated to me. Wow. Awesome.

I did call Shri Bhan personally to express my gratitude and to convey my sincere appreciation of the speed and efficiency with which he and his team has

Handled this work which I had not seen in the previous management despite my closest connections with some of the Directors of the company.

I take this opportunity to also convey my thanks to you for helping me and would like to request you to please convey

My sincere appreciation to the management of this august company.

With warm personal regards,

Bhagirat

Dear Sir, Mr. Bhagirath Marchant is a senior citizen, former President of Bombay Stock Exchange and good friend of R.V.Shahi Sir.

Arun Puranik