

From: Pradeepta Chaks <pradeeptachaks@gmail.com>  
To: <hemant.wad@adani.com>  
Date: 02-05-2019 14:15  
Subject: Extremely efficient & high quality of customer service provided by Ms Rupali More of your esteemed organization

Dear Mr Hemant,

It gives me immense pleasure in writing to you about the high standard of customer services provided by Ms Rupali of your esteemed organization.

I have been trying to get the name changed in the adani electricity a/c no 101961115 and for this I have been contacting your deptt several times including that of grievance cell. In the process, I would have contacted at least 7 to 8 Customer service executives. None of them repeat none of them could guide me how to do change of name on line. In fact a few of them categorically informed me that for name change, i will have to visit your office.

Finally, I got in touch with Ms Rupali and wow with such dedication and commitment she explained everything to me in a lay man's language. Not only this, she also gave me her mobile no which in todays world, no one shares.

Even when she was on holiday, she responded to my calls and helped me complete my task to my full satisfaction.

I am an IIT engineer with MBA and retired as a Sr Vice President & Operating head of a multinational co in Customer Service.

Her dedication, sense of duty and commitment really impressed me and i as a customer thought of wring to you.

Roopali is an asset to your organization and she will certainly raise the bar of your deptt.

Finally, you must organize training programmes for your staff. They really lack basic knowledge. may be Roopali can train them.

Here is wishing you all the best and thank you for a very quick resolution after I contacted Roopali.

War Regards,

Pradeep Kumar Chakravarty