31 May 2006

Ms Vartika
Customer Service
BRPL Helpline

Fax # 39999756

Expression of Gratitude & Appreciation
(Ref: CRN No.2520012727)

Dear Madam,

As conveyed to you over phone, I would like to reiterate my gratitude and appreciation to your team for getting my problem resolved at lightening speed on 24/05/06.

On being faced some problem at one of your divisional offices for couple of hours I called up BRPL helpline in desperation. The gentleman who responded, the name of whom I dont know, assured me that it will be resolved at once. I didnt believe it but actually it was resolved even before I hanged up the phone.

Please keep it up.

With regards,

Yours sincerely,

(Sunil Gupta)
K/44F, Sheikh Sarai-II
New Delhi - 110 017

9811127343, 29250105

sunilgupta110@yahoo.fr

CC: Mr SK Behl, Chairman
Fax # 29564400

Mr Asha Mehra, Electricity Ombudsman
Fax # 26141205