

From: Jeram Balani [mailto:jerambalani@hotmail.com] Tel: 26486231
Sent: Wednesday, October 26, 2005 1:08 AM
To: 'sunil.joglekar@rel.co.in'
Subject: Humble Suggestion to bring some improvement in working

Dear Mr. Sunil Joglerkar,

I am sorry in sending this email after 14/15 days –

I had visited your office on 11th instant for replacement of 3 phase meter at my house at flat No.9, Shiv- Kunj, 39, Union Park, Khar (w), Mumbai- 400 052.

I was very much surprised the way you helped Senior Citizen (as of now I am 65 years old) and arranged payment of Rs.1420/- through your Ms. Rajeshwari Sanke (I feel I have written correctly her name). When I went to her, within short time, she arranged necessary papers so that , I could make the payment without any problem.

I worked 30 years with Siemens Ltd., and retired as Commercial –In- Charge of Railway Signal Divn. Where we had Motto “ Customer is King ”. such thing no where exists. Now a days customer is disturbing commodity and un-wanted. But after long time I could meet a personality, who well-come person of my age and ready to help and to such extend, not believable.

I wish, if copy of this email is sent to Mr. Anil Ambani, who should be proud to have such Senior persons at high places who goes out of way to a ordinary customer. You could have been right to call any of your assistance to handle my problem. No, you offered me a seat and given your important/valuable time, heard with patient my problem, and solved the problem within very short time- What you have done for me , I would like to Thank You, and would like to send message to the Senior Executive Board of the Company, that persons like you should be encouraged and Officer at lower rank should get similar training.

During few minutes with you I had brought your notice a suggestion which could help with customer and as well as person in your office is also not disturbed. Suggestion is as under: **For Faulty Meter- Requires replacement-**

Customer calls on helpline for the problem of ‘ No light at home’ – your authorize person visits and find ‘ wires in the meter are burnt’ and meter is to be replaced- he take out and form where he writes down the problem with the meter, and bottom portion of the form he given to customer and inform him to go to the Electricity office and pay the meter charges for replacement of the meters- On enquiry ‘ how much is the charge of the replacement of the meter ‘ he is not aware’- How much money customer should take is not known-Customer is ready to pay the charges- but he is forced to go to your office without any knowledge as to how much he needs for payment and on reaching your office premises he disturbed so many persons till he gets right person to help him- in this process many hours of Customer and your office persons are lost for nothing. Here, I have suggestion:

“ When your line man/ help line person visits customers place and find meter is to be replaced/ repaired etc. and the Customer is ready to pay the charges, then customer’s endorsement should be taken on that form, and charges should be

recovered/ billed along with Electricity bill- When such clear endorsement is given by the customer on the form, such form should be handed over by your line man/ help line person (Also inform on phone in your office for early action) at the earliest to the department concerned.

In the process for this type of problem, there will less customers in your office, and you will have more time to attend many other important matters, there will be less paper work no long queue at the cashier counter etc.” Give a thought on this, you will find many more problem are taken care at the initial stage by your person who visits our home, by getting endorsement of the customer on the form for charges which will be billed in normal monthly electricity bill, it will save traveling time , traveling cost, saving of customer hours in your office, no disturbing daily working hours of your people at office will be saved.’

In fact in our Siemens any suggestions by the Employee which money wise help the company were rewarded and any suggestion from customer were given letter of appreciation, to encourage such process.

This email is being sent after 14/15 days since I was out of town on family matter- and came back on Monday (24th/10)- sorry for late.

Mr. Sunil, I need your advice on the below mentioned matter:

Our Shiv-Kunj Society is getting offers from Builder/ Developer- so in very short time we may have to sale all the flats to builder-

I have seen a another flat in the near by area, and it does not have 3 phase meter, since this building in totality will be demolished, builder will have no objection if I take my new meter for which I paid Rs.1420/- is shifted/ installed to the my new premises-

What should I do in that case 1) shall tell the builder to give me this new meter and take in my possession and inform REL to install at new premises 2) inform REL to remove this meter and install at new place 3) in this process I will not be paying any charges-

Can you please advise me, for system to be followed before leaving the premises and going to new place.

Kindly replay thro' email 'jerambalani@hotmail.com' CC: 'anagar@vsnl.net'

Thank you once again for you help

Your Sincerely,

Sd/-

Jeram Balani

CC: by post

Mr. Anil Ambani

The Chairman & Managing Director

REL-Santacruz (w) , Mumbai

Happy to see persons like Mr. Sunil Joglekar, are working in your organization. Thanks