

SCAN INDIA CARGO PVT. LTD.

FREIGHT FORWARDERS • CONSOLIDATORS



203
Regd. Office: C-337 Defence Colony, New Delhi-110024
Admin. Office: 80 Tolstoy Lane, Connaught Place, New Delhi-110001
Phones : 23322503 & 23312771 FAX: 91-11-23321486
E-mail : scancargo@vsnl.com, scancargo@touchtelindia.net

May 9, 2006

The Supervisor
Customer Care
BSES
New Delhi

Kind Attention : Ms. Vartika

Dear Madam,

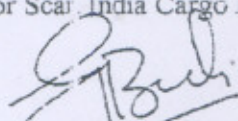
Reference our telephonic conversation of today, I would like to place on record my appreciation of services rendered by Mr. Raghav Gupta.

Please note that the queries raised by me were varied from billing date, billing cycle, faulty meter, disconnection, new connection, load enhancement, sanctioned load at my premises to change of name, payment by phone amongst others. All answer were to the point, informative, knowledgeable and satisfactory.

Further I hereby confirm that I do not know Mr. Raghav Gupta personally, he just happened to be the Customer Care Executive online for answering billing and metering queries. After 26 years of professional experience my questions can be incisive and grueling at the best of times and today they were answered adeptly and satisfactory

I wish him the best of luck for his future.

Thanking you
For Scan India Cargo Pvt. Ltd.


(Gufjeet Bedi)
Managing Director