

[REDACTED]
From: [REDACTED]
Date: 30/05/2019 3:25 pm (GMT+05:30)

Cc: Sampann.verma@uppal.co.in, Vikas Almadi <vikas.almadi@uppal.co.in>, Anu Chaudhary <anu@uppal.co.in>, Aditi Arora <aditi@uppal.co.in>

Subject: [REDACTED]

Dear Manishji,

I take this opportunity to congratulate you and your entire team on the very successful completion of the redevelopment of [REDACTED]. I am really very happy and satisfied with the entire process....right from the acceptance handshake to the handing over of the floors to me. And even thereafter. Your commitment to the project does not end with the handing over.

I would like to commend you for having such a friendly, cooperative and efficient team-- starting from you yourself. It was such a pleasure to meet with you on a number of occasions .I firmly believe that any team is a mirror reflection of the leader, in this case --you.

Sampann Verma's negotiating skills are to be commended. He drove a really hard bargain. Not only that, even subsequently, on innumerable occasions, he has been very friendly and cooperated on every step, and guided us through the whole process very patiently.. He was, and still is, Uppal's face and frontman to us, and has acquitted himself admirably. Even now, post-handover, he has been equally friendly and cooperative---more like a friend now.

Vikas Almadi's knowledge of architectural aspects of residential buildings, such as ours, and his immediate and polite resolution of a few points I raised, really endeared him to me.

Aditi Arora helped in starting us on the path to selecting various materials for the interiors, but it was Anu Chaudhary who really helped us with the nitty gritty of materials, designs, permutations and combinations to give us the result we have finally got. Both the floors have been appreciated by various people who have visited.

I would be remiss if I did not mention the people on site, like Manoj Shukla. But it is Vimlesh who has been incredible in giving physical shape to our plans for a lovely home. He has worked tirelessly, been there at all times, as he was needed, and continues to supervise the maintenance and security of the premises, with a commendable level of commitment and efficiency. Vinod is a good and efficient caretaker there too.

I would like to mention here, Manishji, your attitude and high level of commitment to each and every one of your projects--exemplified in our case, by your permission to Vimlesh to take care of justified and unjustified repairs and renewals, at your cost, of the immediate neighbours [REDACTED] This has, perhaps, led to a fairly smooth execution of the project.

To end, I would like to say that the people I have named above are only those who we have come into contact with. There are countless people in your organisation who play pivotal roles in the execution and completion of any and all your projects but usually never come in direct contact with the clients. They deserve an equal amount of thanks.

If I have inadvertently omitted to thank anyone, please be assured that the fault is mine, and they deserve to be thanked and congratulated too.

I would definitely recommend you to all my friends--as I have already done to a couple of them

With my best wishes to you and your team at Uppal's

[REDACTED]
[REDACTED]
[REDACTED]