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From: **Dr Rajashree Ajith** <[drrajashreeajith@gmail.com](mailto:drrajashreeajith@gmail.com)>

Date: Wed, Jul 22, 2020 at 6:09 PM

Subject: Feedback for APML consignment orders GCNDLH202100513 and GCNDLH202100514

To: <[anand.singh@agarwalpackers.com](mailto:anand.singh@agarwalpackers.com)>

Owing to the Coronavirus pandemic, my son had to shift out of New Delhi and move to Ernakulam. He chose to avail the service of Agarwal Packers and Movers Limited (APML) for the same considering how previous experiences with APML were satisfactory. He made the request for survey on 24th of June and was informed that the earliest available slot for a survey would be on 28th of June. Though a request for an earlier slot was made, this wasn't considered, presumably owing to the strained facilities due to the Coronavirus pandemic.

During the survey conducted on 28th of June, it was requested by us if the earliest available slot for shifting could be arranged since it was important for my son to travel out of Delhi at the earliest and for the very same flights were booked out of Delhi for the 30th of June. However the surveyor provided the information that the team at APML would be informing us as at the earliest as to when the shifting can be done which however did not take place.

After repeated calls and enquiries we were provided the information that the shifting usually can take place only after a week post survey. This was problematic as my son had to take a flight out urgently. Subsequently, we received the contact details of Mr. Anant Singh, the branch manager of APML, Punjabi Bagh. Upon informing Mr. Singh about the predicament that we were facing, he swiftly acted and without letting us know of any logistical difficulty ensured that the movers arrived at my son's location on the 30th of June itself and shifted everything from his house. Moreover, my son also had to bring his car from Delhi to Ernakulam and Mr. Singh ensured that the procedures for the same were also carried out very swiftly and this ensured that he was able to take his flight out at the earliest.

I would like to extend my deepest gratitude to Mr. Anant Singh for his efficient management of his team at APML that ensured that my son was able to travel out of Delhi swiftly during this pandemic.

**Thanks and regards**

**Dr. Rajashree Ajith**

**Director, KITTS, Tourism Department, Government of Kerala**

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**UNWTO Regional Vice President - South Asia &**

**Director Board Member of UNWTO Affiliate Members**