

**Mumbai to Indonesia, Jakarta**

**From: Malkarnekar, Ashok GIZ IN [mailto:ashok.malkarnekar@giz.de]**  
**Sent: Tuesday, February 26, 2013 12:55 PM**  
**To: LAXMI THAKWANI**  
**Subject: Re: Feedback for the shipment from Mumbai to Indonesia, Jakarta**

**Dear Mrs. Thakwani,**

**First of all, thank you for being flexible and responding to our engagement at very short notice.**

**We were very happy with the packing process, the packers seemed very professional and well organised, it was a tension free process for us.**

**Some irritation was caused by the requirement to get the packing list endorsed by the embassy in Mumbai. The same was not clear to us and as we were not in Mumbai when the issue came up, this led to confusion and additional costs.**

**That apart, we were not very happy with the staff provided for unloading/unpacking by your local agent. They did not seem to be professional or well trained.**

**Having said that, the overall experience of using your services was still positive.**

**Hope this helps.**

**Regards,**

**Ashok Malkarnekar**

**Sent on my BlackBerry® from Vodafone**