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**For Attention: Ketaki
Bharat Books**

Re: Order of books (Puranas) by Mala Somaru from South Africa

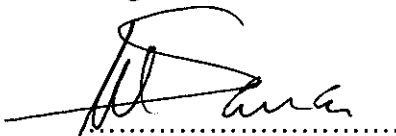
As the liaison person that I dealt with from Bharat Books, I would like to sincerely thank you for the excellent customer service provided from the initial process of ordering the books up to tracking the books when there were some frustrations on the part of the GPO.

I am impressed that Bharat Books was the cheapest in terms of price and also willing to provide a discount for the bulk order.

I understand that you have placed customer satisfaction above profitable in ensuring that the books reached me timeously and sincerely appreciate this gesture.

I wish you every success with your ventures and look forward to ordering the rest of the volumes of the Puranas from you once they are published.

Regards



Mala Somaru
Date: 18/12/08

Director- Rail Regulation: Dept of Transport, Director: Railway Safety Regulator
Admitted Attorney (B. Proc – UNISA)(MBA-Mancosa)