



GRAHAK SEVAK

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As a fresh graduate my family members association with Logistic industry internalized in me the desire to join logistic industry. Went through and cleared several interviews but the decision to join Cargosol was due to the open and learning culture which I observed the management provided.

Now, after 12 years when I look back there has been gigantic change in the Logistic Market, where technology has taken over mundane routine work which has also enabled to provide efficient customer service.

In service industry being available for customers by 24 * 7 and delivering sea shipments at air freight shipment speed is a common phenomena.

During such challenging times the one secret rule which our Management has been practicing and inspiring each one to follow is the principle of 4 C's which are our Core Values

Commitment - Compliance & Business Ethics - Consistent Efficiency - Customer Satisfaction

We at Cargosol believes if we function in accordance to the 4 'C's we will achieve our Mission to be the most preferred global channel partner to our customers.

Incidentally, while I was helping my seven years old niece to prepare for her school Gandhi Jayanti celebration I came across a beautiful quote of Gandhiji which says "A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption of our work. He is the purpose of it. He is not an outsider of our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us the opportunity to do so."

But, now I resonate this Gandhian principle in our Company Values too. How our management continuously emphasizes and reinforces each one to self introspect if we have committed and complied completely ourselves to provide consistent efficient services so that the customer feels satisfied.

We are Customer's Sevak, we are here because of them and we will continue to be here only because of them.

Today, I take this opportunity to thank all my customers for giving me the opportunity to serve them.

Jai Hind!!!