

## Sadiq

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**From:** Satya Siva Ram Talupula (ADNOC Offshore - POIDasT) <sstalupula@adnoc.ae>  
**Sent:** Friday, 31 May 2024 11:52 AM  
**To:** Madhu M Arza  
**Cc:** Yesu Babu; sadiq  
**Subject:** RE: EPC WORKS FOR NEW CCB AND HMI UPGRADE @ DAS ISLAND - Inquiry about the Performance of Low Voltage Switchgear Supplied

ADNOC Classification: Public

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Dear Mr. Madhu,

I would like to express my sincere appreciation for your teams service and appreciate the standards followed on your products as one of the most reliable supplier. Ever since the switchboard is commissioned the functioning is smooth without any issues, the provided Switchgear is with highest quality Schneider products and with even better customer service. The Delivery is even earlier than expected during that critical time, and your team quick intervention to resolve the issue was highly appreciated.

We sincerely appreciate your efficient, gracious customer service, the level of detail and accountability you have demonstrated on that critical project.

We look forward to, for years to come and hope you will continue to maintain such excellent service in years to come.

All the Best!!

Best Regards,

Satya



**Satya Siva Ram Talupula**  
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ADNOC Offshore

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**From:** Madhu M Arza <madhu@verger-delporte.ae>  
**Sent:** Friday, May 31, 2024 8:51 AM

**To:** Satya Siva Ram Talupula (ADNOC Offshore - POIDaST) <ssstalupula@adnoc.ae>  
**Cc:** Yesu Babu <yesubabu@verger-delporte.ae>; sadiq <sadiq@verger-delporte.ae>  
**Subject:** [External] EPC WORKS FOR NEW CCB AND HMI UPGRADE @ DAS ISLAND - Inquiry about the Performance of Low Voltage Switchgear Supplied

Dear Mr. Satya Siva Ram,

I hope this letter finds you well.

As part of our commitment to quality and customer satisfaction, we are reaching out to inquire about the performance of the low voltage switchgear that we supplied to your facility in the year 2017. We take pride in the products we deliver and continually strive to ensure that they meet and exceed our clients' expectations.

To facilitate our continual improvement process, we would greatly appreciate your feedback regarding the performance of the switchgear. Specifically, we are interested in any observations you may have regarding its reliability, durability, and performance in your operations. Your insights will be instrumental in helping us assess the quality and effectiveness of our products, enabling us to make any necessary improvements for future deliveries.

Additionally, should you have encountered any issues or have specific suggestions for enhancement, we would be eager to address them and offer our assistance.

Your feedback is invaluable to us, and we sincerely appreciate the time you take to share your experiences with our products. We remain committed to serving you and ensuring the highest level of satisfaction with our solutions.

Please feel free to contact us at your convenience to discuss any concerns or feedback you may have. Thank you for your attention to this matter, and we look forward to hearing from you soon.

Thank you.

Kind Regards,

شركة فيرجر ديلبورت للامارات العربية المتحدة المحدودة  
**VERGER DELPORTE U.A.E. Ltd**  
An ISO 9001, 45001 & 14001 certified company



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