

Our Ref. No. : BOM/CCI/MP/030108/4610026

January 21, 2008.

Mrs. Sminu Jindal  
Managing Director  
Jindal SAW Ltd.  
Founder – Svayam  
Jindal Centre  
12, Bhikaji Cama Place  
New Delhi – 110066.

Dear Mrs. Jindal,

I refer to your travel on flight 9W 064 from Delhi to Bangkok on December 25, 2007 and return on January 1, 2008.

At the outset, I thank you for patronising Jet Airways and extending your support to us.

I refer to the issue you had raised with Shri. Kanu Gohain, The Directorate General of Civil Aviation New Delhi, with regard to the above mentioned travel.

Please accept our sincere apology for the disappointment you experienced during the said travel and especially at Delhi Airport, as has been communicated to Mr. Gohain.

The formality which our staff wanted you to complete at Delhi Airport was not applicable in your case and hence a corrective briefing has been conducted for the concerned staff members. The issue has also been reiterated to all our airport staff. We thank you for communicating your views on this issue.

May I also take this opportunity to share with you that we are in a process of procuring aisle chair on board our Boeing 800 series aircraft which are operated on our International sectors.

Your support is important to us and we look forward to for pleasure of welcoming you on board our flights.

Sincerely,



**Wolfgang Prock-Schauer**  
Chief Executive Officer