

Ref. No. GJEPC/CC/2018-19/00774

15<sup>th</sup> January 2019

**TO: ALL MEMBERS OF GJEPC**

**Sub: Call Centre for member services**

Dear Sir,

We are glad to inform you that Council has Set up "Call centre" facilities for its members to address their issues in more effective and timely manner.

We have started the process of updation of contact details of members through call centre. The existing data of contact details available in membership records has been shared with call centre setup by GJEPC. The below details will be confirmed/ verified by the executives for updation of records in SAP. Members may verify from their own dashboard and provide details if any column is blank or error in data.

- 1) GST NO.- Head Office/Branch Office/Factory Office if different
- 2) Landline Number / Fax Number
- 3) E-mail Id for General communication

In addition to the above, details of all Partner/Director/Proprietor as the case may be is being collected as per attached format (**Annexure-A**)

Members will get calls from call centre (JAM) executives requesting for information as mentioned above.

Members can provide profile data telephonically to call centre executives and for other details Members need to send the filled in attached form to GJEPC by email to ids given below:

- ❖ Northern Region Delhi: [delhi@gjepcindia.com](mailto:delhi@gjepcindia.com),
- ❖ Rajasthan Region Jaipur: [jaipur@gjepcindia.com](mailto:jaipur@gjepcindia.com)
- ❖ Eastern Region Kolkata: [kolkata@gjepcindia.com](mailto:kolkata@gjepcindia.com)
- ❖ Southern Region Chennai: [chennai@gjepcindia.com](mailto:chennai@gjepcindia.com)
- ❖ Western Region Mumbai: [membership@gjepcindia.com](mailto:membership@gjepcindia.com)

Kindly co-operate with call centre executives and assist us in updation of records in our newly installed ERP SAP S4 Hana for faster and effective outreach.

Members those who have already submitted information may kindly ignore.

Thanking you,  
With best regards,

  
**SABYASACHI RAY**  
**EXECUTIVE DIRECTOR**  
Encl-Annexure-A

**एतत् तथा आभूषण निर्यात संवर्धन परिषद् | The Gem & Jewellery Export Promotion Council**

मुख्य कार्यालय: ए इन्डिय-1010, पहली मंजिल, टावर ए, भारत डायमंड बॉर्स, जी ब्लॉक, बान्द्रा-कुर्ला कॉम्प्लेक्स, बान्द्रा (ए), मुंबई-400 051. (भारत)  
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