



25th August, 2004

Dear Shareholder,

Sub : Services Response

As a part of our continuous endeavour to enhance the quality of shareholder services being provided by the company / transfer agent, we solicit your views and suggestions on the quality of the services being provided by the Company.

We will highly appreciate if you could spare some of your valuable time to provide us with feedback relating to the performance of the Company / Staff and / or the transfer agent.

The basic parameters that we define for our staff members while dealing with any shareholder communiqué are as under :

- Response time
- Quality and completeness of response
- Personal initiative

On a qualitative front, we request you to indicate your rating of the Company's various facets of Shareholders' interaction as enumerated in the enclosed questionnaire on a scale of 1 to 5 as under:

Poor	:	1	Very Good	4
Average	:	2	Excellent	5
Good	:	3		

You may return the enclosed questionnaire with your comments at the below mentioned address:

Corporate Secretarial Department
Ballarpur Industries Limited
First India Place, Mehrauli Gurgaon Road
Gurgaon, Haryana 122002

We look forward to your response and assure you of our best services.

Thanking you
Yours faithfully

For **Ballarpur Industries Limited**

Neerja Sharma
Chief General Manager & Company Secretary

QUESTIONNAIRE

	Activity	Rating (1-5 as detailed above)
	<ol style="list-style-type: none">1. Response Time for queries2. Quality of Response3. Quality of Annual Report4. Content of Annual Report5. Availability of news/ information regarding the company6. Timely receipt of dividend / Annual Report and other correspondence from the company7. Time taken for transfers / transmissions / demat8. Staff's (Company) attitude towards shareholders' queries9. Staff's (Transfer Agent) attitude towards shareholders' queries	

Suggestions for improving the quality of services

Signatures

Name :

Folio / DP & Client ID