



C E R T I F I C A T E

DQS GmbH

Deutsche Gesellschaft zur Zertifizierung von Managementsystemen

hereby certifies that the company

Granada Services Private Limited - iEnergizer

A-37, Sector 60
Noida – 201 301
India

for the scope

Providing, Business Process Outsourcing and Call Center Services including
Transaction Processing, Voice and Web Base CRM

has implemented and maintains a

Quality Management System.

An audit, documented in a report, has verified that this
quality management system fulfills the requirements
of the following standard:

DIN EN ISO 9001 : 2000

December 2000 edition

This certificate is valid until 2011-02-15

Certificate Registration No. 382373 QM

Frankfurt am Main 2008-02-16

Ass. iur. M. Drechsel

Dipl.-Ing. S. Heinloth

MANAGING DIRECTORS