

RAJ AGENCIES

“Your Trusted Partner in Automotive Parts”



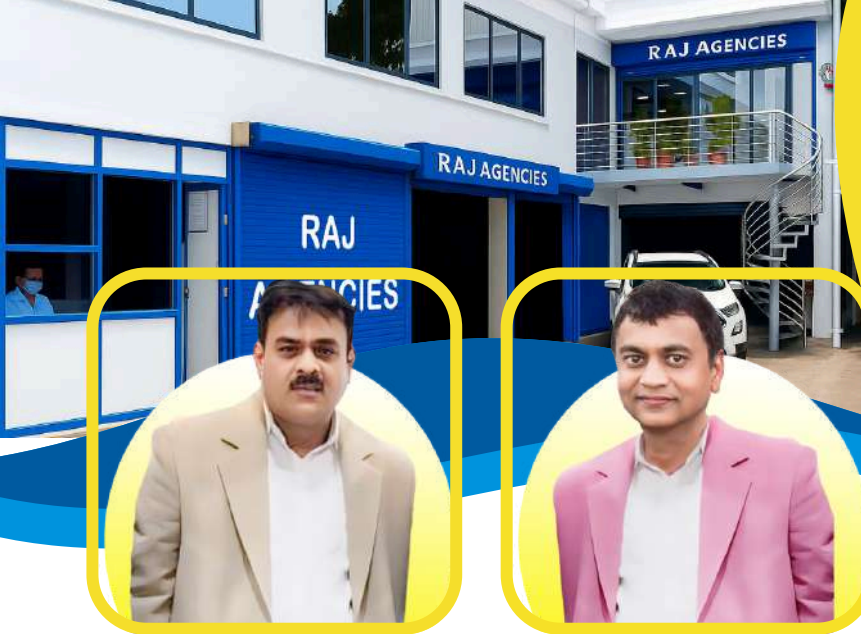
RAJGROUP[®]
LET'S GROW TOGETHER



 Customer Care:- +9170465 33330

 WhatsApp Auto Service:- +9181282 42316





Mr. Alpesh D. Jogani
(Director)

Mr. Rakesh V. Jogani
(Director)



RAJGROUP
LET'S GROW TOGETHER

Raj Agencies

Company BOOKLET

Welcome To Our Company

FLIPBOOK
([Click Here](#))

**20
26**

Raj Agencies

Welcome Message



RAJGROUP[®]
LET'S GROW TOGETHER

Dear Customer,

On behalf of Raj Agencies, we, the partners of the company, extend our warmest welcome to you. It is our privilege to have you as our esteemed customer, and we sincerely appreciate the trust you have placed in our organization.

At Raj Agencies, we are both personally committed to upholding the highest standards of quality, service, and professionalism. Our shared goal is to ensure that your association with us is valuable, reliable, and long-lasting. Together with our dedicated team, we will consistently strive to deliver solutions that meet your needs and exceed your expectations.

We truly look forward to building a strong, long-term relationship and to contributing positively to your growth and success. Should you require any assistance, please feel free to reach out to either of us, or any member of our team, at any time.

Once again, welcome to Raj Agencies. We are delighted to serve you and look forward to a fruitful journey together.

With warm regards,

Alpesh D. Jogani & Rakesh V. Jogani

Partners – Raj Agencies

Raj Agencies

Contact

Information

Address :- 01 Dev Darshan Complex, Nr. Patidar Tyre, Opp. Dada Bhagwan Temple, Navagam, Kamrej Char Rasta, Kamrej, Surat-394185 (GUJARAT)



Customer Care

+91 70465 33330



Website

Coming Soon



Location

Kamrej, Surat, GUJARAT



Raj Agencies



Company Profile

1997

Raj Agencies – Company Profile

Established: 1997

Founders: Mr. Alpesh Jogani & Mr. Rakesh Jogani

Operational Region: Entire Gujarat

Retail Network: Over 1,200 Key Retailers



ABOUT US

Our Product Portfolio & Brand Associations

At **Raj Agencies**, we are proud to be associated with **over 45 reputed companies**, including **more than 10 renowned national and international brands** in the automotive spare parts industry.

These trusted partnerships reflect our credibility, long-standing market presence, and commitment to quality.

We specialize in spare parts for the following segments:

- Light Commercial Vehicles (LCV)
- Heavy Commercial Vehicles (HCV)
- Passenger Cars
- Tractors
- Three-Wheelers
- Industrial Hardware and Components

Our diverse product portfolio enables us to cater to a wide customer base with precision and efficiency,

meeting the varying needs of retailers, workshops, and end users across Gujarat.



Vision & Mission

Raj Agencies

Vision

01

To be leading Trading organization in the Automobile Sector in INDIA with increasing profitability and upgrade in life style of our stack holders.

01

At Raj Agencies, our mission is to become a leading trading organization in the Indian automobile sector, committed to:

02

- Delivering high-quality spare parts and services with efficiency, reliability, and consistency
- Building long-lasting relationships with our retailers, distributors, and customers across India
- Continuously enhancing our operational excellence, innovation, and market responsiveness
- Ensuring the growth and prosperity of all stakeholders – customers, employees, and partners
- Uplifting the lifestyle and well-being of our team through sustained profitability and inclusive growth

02

Mission

Raj Agencies

Our Team & Infrastructure

At Raj Agencies, our success is driven by our team of 130 skilled and enthusiastic professionals who bring dedication, knowledge, and passion to their work every day.

Our wholesale operations are efficiently managed by a well-structured team comprising experienced Sales Officers, Business Professionals, and Skilled Support Staff, all committed to delivering high-quality service and outcomes.

Work Culture & Facilities

We foster a healthy, safe, and supportive working environment, designed to promote employee well-being and productivity. Key facilities include:

- Transportation support for staff members
- In-house canteen services for convenient and hygienic meals
- Departmental structure for clear role segregation and streamlined operations
- Employee Engagement & Development

We believe in the continuous growth of our team. To ensure this, we:

- Conduct regular training sessions led by expert consultants
- Promote collaborative work culture by encouraging open communication and coordination across departments
- Prioritize understanding our clients' needs, enabling our team to build strong, long-term relationships with our valued customers

Our team's commitment and alignment with the company's values have been instrumental in building the trust and reputation Raj Agencies enjoys today.

Organizational Structure & Departmental Strength

- At Raj Agencies, we have built a robust and well-defined organizational structure that ensures smooth operations across all functions. Our departments are staffed with experienced and skilled professionals, each contributing to the company's continued growth and efficiency.
- Department-wise Manpower Distribution:

Purchase Department:

- A team of 8 skilled professionals dedicated to efficient procurement, vendor coordination, and inventory planning.

Outdoor Sales Team:

- 13 dynamic Sales Executives actively engaged in field sales and market development across Gujarat.

Brand Promotion:

- 2 dedicated Sales Promoters focusing on driving visibility and growth for specific brands.

Indoor Sales Team:

- A team of 8 trained professionals handling in-house sales operations and customer coordination.

Accounts & Finance:

- 7 qualified experts managing financial planning, accounting, compliance, and reporting.

Operations & Support Staff (Total 92 Personnel):

This includes staff across the following critical functions:

- Inventory Management
- Dispatch Department
- Packing Department
- Transport & Logistics
- Canteen Services
- General Administration

Our structured approach allows us to maintain high standards of service delivery, responsiveness, and operational efficiency.

Raj Agencies

INFRASTRUCTRE

Infrastructure & Logistics

At Raj Agencies, we have developed a comprehensive infrastructure to support seamless business operations, efficient logistics, and a productive work environment. Our facilities are thoughtfully designed to meet the evolving needs of our growing enterprise.

Logistics & Delivery Fleet

- 5 Delivery Vans and 4 Jeeps dedicated to timely and efficient delivery services across Gujarat.
- Well-coordinated logistics team to ensure prompt dispatch and customer satisfaction.

Operational & Office Space

- 2,000 sq. ft. dedicated to corporate and administrative office operations.
- 40,000 sq. ft. of owned space for core business operations and inventory storage, strategically organized with location-wise planning.
- An additional 5,000 sq. ft. newly developed area earmarked for future expansion and scalability.

Facilities & Technology Infrastructure

- Adequate infrastructure to support all business functions including:
- Official operations
- IT department
- Inventory storage
- Staff canteen and amenities
- Effective LAN networking throughout the premises to ensure smooth communication and system integration.
- CCTV surveillance installed in all key working zones for enhanced security and operational monitoring.
- Equipped with Fire Fighting Instruments to ensure safety and compliance with fire safety standards.



Head Office

01 Dev Darshan Complex, Nr. Patidar Tyre, Opp. Dada Bhagwan Temple, Navagam, Kamrej Char Rasta, Kamrej, Surat-394185, Gujarat



Google Map :- (Click Me)



Contact Person :- 70465 33330



Ahemdabad

1/2 Mittal Estate, Nr. Nissan Service Station, Under Sarkhej Railway Bridge, Ujala Chokdi, Sarkhej-382210, Ahmedabad



Google Map :- (Click Me)



Contact Person :- 97243 10895



Surat (2 Wheeler)

18/53, Hatiwala Compund, Nr.Kuberji Silk Market, B/H. New Bombay Makret, Umarwada, Surat-395010



Google Map :- (Click Me)



Contact Person :- 73592 77640



Nasik (Maharashtra)

Plot No. 24 Tigraniya, Nr.Parina Ice Cream, Next To Kashi Mangal Karyale, Dwarka, Nasik, Maharashtra, Pin Code-422009



Google Map :- (Click Me)



Contact Person :- 81286 72639



Navsari (2 Wheeler)

Plot No. 416, Gidc Road, Kabilpore Gidc, Navsari, Gujarat, 396424



Google Map :- (Click Me)



Contact Person :- 99787 11957



Raj Tyres (Tyres)

B/30, Shaktidhara Complex, Navagam, Kamrej, Surat, Gujarat, 394185



Google Map :- (Click Me)



Contact Person :- 70465 33337



MANAGEMENT CAPABILITIES

Business Operations & Service Excellence

At Raj Agencies, we have adopted a structured and technology-driven approach to ensure seamless business operations and superior customer service.

Key Operational Highlights:

- ERP-Based Professional Management:

Our business processes are fully integrated with a robust ERP system, ensuring accuracy, transparency, and efficiency across all departments.

- Android Application for Real-Time Monitoring:

Our custom-developed mobile application enables:

- Easy order placement

- Dispatch tracking

- Monitoring of pending orders

- Access to product catalogues and updates

This empowers our clients with real-time information and better control over their transactions.

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Raj Agencies

OUR EXPECTATIONS

FROM YOUR COMPANY

Channel Partner Support & Business Terms

At Raj Agencies, we believe in transparent, mutually beneficial relationships with our distributors and channel partners.

To ensure smooth collaboration and business growth, we emphasize the following key expectations and support measures:

Partner Support Commitments:

•Consistent Return on Investment (ROI):

We are committed to helping our partners maintain the agreed ROI through structured pricing, promotions, and timely service.

•Marketing & Promotional Support:

Regular promotional activities and marketing assistance to boost product visibility and market penetration.

•Sales Promotion Manpower:

Deployment of dedicated sales personnel to assist distributors in generating demand and expanding outreach.

•Competitive & Best Pricing:

Our pricing structure is designed to remain competitive, ensuring profitability for all stakeholders.

Operational & Supply Guidelines:

•Fast & Efficient Supply Chain:

Quick turnaround on orders with reliable logistics support.

•Order-Linked Invoicing:

All supplies are strictly linked to Purchase Order references to ensure clear tracking and documentation.

•Order-Based Dispatch Policy:

We do not supply loose/single pieces without a formal order, ensuring order accuracy and process discipline.

•Inventory Management & Returns:

While product dumping is strictly avoided, we will consider replacement of non-moving goods under rare and justified circumstances.

•Timely Credit Notes & Documentation:

All applicable credit notes, incentives, and benefits will be issued on time with full supporting documentation for audit and clarity.

FUTURE PLANS



Vision & Strategic Growth Plan

At Raj Agencies, we are driven by a clear vision for sustainable growth, operational excellence, and customer-centric service. Our roadmap for the coming years reflects our commitment to expanding our reach, strengthening infrastructure, and enhancing stakeholder value.

Key Strategic Goals:

•Statewide Expansion by FY 2026–27:

We are actively working towards covering the entire state of Gujarat by 2026–27 through deeper market penetration and further consolidation of our retailer network.

•Group Sales Target for FY 2024–25:

Aiming to achieve a turnover of ₹88 Crores by 31st March 2025, driven by increased market share and operational efficiency.

•Development of New Warehousing Facilities:

Plans are underway to establish two new warehouse facilities to support expanded operations and enhance logistics capabilities.

•Enhancing Employee Well-Being:

We are committed to improving the living standards of our staff through better facilities, training, and employee welfare programs.

•Customer Satisfaction as a Core Focus:

Delivering the highest level of customer satisfaction remains our top priority, through quality products, timely service, and responsive support.



Raj Agencies

OUR Digital Services

Raj Agencies – Now Offering Digital Services!



WhatsApp

+91 81282 42316

Get services instantly via WhatsApp!

Now access all our services with just a simple message.

How to Use?

1. Send "Hi" to the above number.
2. You will instantly receive the service menu.
3. Reply with the service number of your choice.
4. The requested information will be delivered instantly.

Available Services

- Price List & Catalog (**Downloadable Excel/PDF with filter**)
- Address (Head Office & Branch Addresses)
- GST Details
- Bank Details
- Visiting Card

Important Notes

- Send the respective number to get instant information.
- Start by sending "Hi", then choose your required option.
- This service is available 24x7.

Thank you for your support!

Raj Agencies

Sales Policy

This sales policy applies to the following product categories:

- Car Segment Parts
- LCV (Light Commercial Vehicle) Parts
- LMV (Light Motor Vehicle) Parts
- Tractor segment Parts
- Other categories as notified

2. Credit Terms

1. Payment Timeline:

- Payments must be made strictly as per agreed terms.
- Bills must be cleared within the credit period.

2. Credit Limit:

- Sales on credit will be limited to the credit days/amount mutually agreed upon.
- Beyond this limit, further supply will not be allowed without settlement.

3. Company's Right to Verify:

- The company reserves the right to verify accounts at any time.
- A credit note will be issued only after proper verification and approval.
- Any adjustment of pending amounts will be valid only with an official credit note.

4. Post-dated Cheques:

- No post-dated cheques will be accepted. Only current-dated payments will be valid.

3. Delivery & Inspection

1. Pre-delivery Inspection:

- Goods must be checked at the time of delivery.
- Once accepted, the company will not be responsible for shortages or damages.

2. Risk & Responsibility:

- Risk of goods transfers to the buyer immediately upon delivery.
- The company will not be responsible for any loss, theft, or damage after delivery.

3. Transportation:

- Goods will be delivered at the buyer's expense unless otherwise agreed.

4. Returns & Claims

1. Return Policy:

- Goods once sold will not be taken back without prior approval.
- Only in exceptional cases, and within 7 days of purchase, returns may be considered.

2. Warranty & Replacement:

- Warranty/guarantee claims must be supported with proper documents and original bills.
- Replacement will only be processed if the manufacturer accepts the warranty claim.

3. Damaged Goods:

- Damaged or defective goods must be reported immediately upon receipt.
- Claims made after 7 days will not be entertained.

5. Taxes & Compliance

- All applicable taxes (GST, etc.) will be charged as per prevailing government rules.
- Buyers must provide valid GST details for invoicing.
- The company is not responsible for tax credits disallowed due to incomplete/incorrect buyer information.

6. General Conditions

1. The company reserves the right to amend, modify, or cancel this policy at any time.
2. All disputes will be subject to jurisdiction of the company's registered office location.
3. Cooperation of customers is expected to maintain smooth business relationships.

Raj Agencies

TERMS & Conditions

1. Price List

- Customers must understand that the price list is subject to change without prior notice.
- Prices are final only once confirmed in writing by the company.

2. Payment Terms

- Payment must be made bill-to-bill basis.
- Accepted modes: Cash / Cheque / DD / NEFT / RTGS / UPI (GPay, etc.).
- Any bank charges, cheque return charges, or payment delays will be borne by the customer.
- Payments should be made strictly within the agreed credit days.

3. Credit & Overdue Payments

- No credit will be extended beyond the approved credit limit/credit days.
- If payment is not made within the agreed terms, interest @ 24% per annum will be charged until full settlement.
- Any overdue outstanding beyond 30 days may lead to suspension of supply.

4. Delivery & Risk

- Goods must be checked at the time of delivery.
- Once delivered, the company will not be responsible for shortages, damages, or delays.
- All risk passes to the customer immediately upon delivery.
- Transportation costs are to be borne by the customer unless otherwise agreed.

5. Returns & Claims

- Goods once sold will not be taken back without prior approval.
- In exceptional cases, returns may be considered only with written permission.
- Claims regarding shortages or damages must be reported immediately on delivery.
- Claims made after the specified time limit will not be entertained.

6. Warranty & Replacement

- Warranty claims will be processed strictly as per manufacturer's terms and conditions.
- The company will not be liable if the manufacturer rejects the claim.

7. General Conditions

- All transactions are subject to the company's discretion.
- The company is not responsible for any legal, financial, or consequential liability beyond supply of goods.
- In case of disputes, the decision of the company will be final.
- All disputes are subject to the jurisdiction of the company's registered office location.

8. Contact Information

For any queries regarding terms, conditions, or service, please contact:

Customer Support: **+91 70465 33330**

Thank you for your cooperation and business with Raj Agencies.



TAHNK YOU

On behalf of Raj Agencies, we sincerely thank you for your trust, support, and continued association with us.

Your partnership is the driving force behind our growth, and we are committed to serving you with quality, reliability, and excellence.

We look forward to building a stronger relationship and contributing to your success in every possible way.

We value your trust.

We appreciate your support.

We are committed to your growth.

Raj Agencies – Your Trusted Partner in Automotive Parts

