

OVERVIEW

Good Life Mart is a one-stop supermarket chain that aims to offer customers a wide range of basic home and personal products under one roof. Each Good Life Mart store stocks home utility products - including snack food, vegetables, dairy, poultry, bakery, liquor, and more - available at competitive prices that our customers appreciate. Our core objective is to offer customers good products at a great value.

Good Life Mart was started by Mr. Rajesh Hamal and his family to address the growing needs of the Nepali family. From the launch of its first store in Kathmandu in 1999, Good Life Mart today has a well-established presence in 120 locations across Kathmandu, Biratnagar, Janakpur, Hetauda, Pokhara, Deukhuri, Birendranagar, and Godawari. With our mission to be the lowest priced retailer in the regions we operate, our business continues to grow with new locations planned in more cities.

The grocery store chain of Good Life Mart stores is owned and operated by Panchankanya Pvt. Ltd. The company has its headquarters in Kathmandu.

FOUNDERS

Good Life Mart is owned and operated by Panchankanya Pvt. Ltd. – a company founded by Mr. Rajesh Hamal. Mr. Rajesh Hamal is respected in the business world as an astute investor in the Nepalese equity market, he has built a company that constantly strives towards developing a deep understanding of customer needs and satisfying them with the right products. A firm believer in core business fundamentals and strong ethical values, Mr. Hamal has built Good Life Mart into an efficient, large and profitable retail chain that is highly respected by customers, partners and employees alike.

OUR MISSION

At Good Life Mart, we research, identify and make available new products and categories that suit the everyday needs of the Nepalese family. Our mission is to provide the best value possible for our customers, so that every rupee they spend on shopping with us gives them more value for money than they would get anywhere else.

OUR CUSTOMER SERVICE PLEDGE

At Good Life Mart, we place strong emphasis on excellence in customer service. Our employees believe in the values of Action, Care and Truth (ACT) to get the job done, with Dedication and Determination.

ACTION

Focus: To be focused about what I do.

Motivated: To be clear of achieving my goal.

Enthusiastic: To love what I do.

CARE

Respect: To respect every individual in the organization and provide her/him with the dignity and attention to make her/him believe that she/he makes a difference to the organization.

Listen: To listen and resolve any employee / customer grievance quickly and fairly.

TRUTH

Integrity: By being open, honest and fair in all our relationships and being respectful and trustful to others.

We strongly believe that honesty and sincerity are critical in achieving complete customer satisfaction. We welcome individuals who share our values and believe in leading by action.