

Complaints And Suggestions from Greenwood Heights

From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;
gbrambabu@modiproperties.com; ght-const@modiproperties.in; saradakuchibhotla28@gmail.com

Date: Wednesday, April 3, 2024 at 09:08 PM GMT+5:30

Complaint Id : 118231

Project Name : Greenwood Heights

Block No / Phase : Block A

Flat No/Villa :602

Nature of complaint :Construction

Customer Name : K Sarada

Email : saradakuchibhotla28@gmail.com

Complaints :

1. Unfinished work
2. Poor fitting of sliding mesh door in kid's bedroom

Note:

1. Please allow atleast two weeks for us to attend your complaint.
2. In general written response / reply to complaints shall not be given.
3. In case the complaint is not attended to for over two weeks customers are requested to send a reminder using the form given.

ACTION TAKEN REPORT (FOR COMPLAINTS)

Flat / bungalow No.	A 602	ATR Date	24-05-2024
Project	GHT	Complaint Date	03-04-2024
Customer Name	K Sarada		
Prepared By	D Devi		
Project Manager's Sign	A Suresh	Admin Officer's Sign	

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

[illegible]

Note: 1. Keep the report brief. 2. Do not repeat the complaint. 3. Use terms like “Work completed”, “Changes not permitted – work not taken up”, “Kept pending at customer’s request”, “Beyond our scope of work”, etc.

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.	A-602	ATR Date	24-05-2024
Project	GHT	Complaint Date	03-04-2024
Customer Name	K. Sarada.		
Prepared by	S.Sunil kumar	Date	01-06-2024
		Sign	Sunil
Project Manager	A.Suresh	Date	01-06-2024
		Sign	suresh
HO receipt date		Sign	
Checked by MD on		MD Sign	
MD's Remarks:			
CR to send letter to customer	☐ Yes ☐ No	For filling	☐ Yes ☐ No

Note: CR will send a copy of ATR and complaint to QC immediately after the receipt of the ATR. QC will send their report on the ATR to the MD within 3 working days. Aruna to file to file it in MDs pending complaints file.

Complaint S No.	Quality of action taken by Site Engg on complaint?	If action on the complaint was not taken then, was the reason for not taking action justified?
1.	Avg.	☐ Yes ☐ No
2.	Avg.	☐ Yes ☐ No
3.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
4.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
5.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
6.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
7.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
8.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
9.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
10.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
11.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
12.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
Remarks:		

Complaints And Suggestions from Greenwood Heights

From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;
gbrambabu@modiproperties.com; ght-const@modiproperties.in; duttaharsh46@gmail.com

Date: Friday, April 5, 2024 at 08:24 PM GMT+5:30

Complaint Id : 499232

Project Name : Greenwood Heights

Block No / Phase : Block A

Flat No/Villa :316

Nature of complaint :Construction

Customer Name : Harsh Dutta

Email : duttaharsh46@gmail.com

Complaints :

1. Opening of Library

Note:

1. Please allow atleast two weeks for us to attend your complaint.
2. In general written response / reply to complaints shall not be given.
3. In case the complaint is not attended to for over two weeks customers are requested to send a reminder using the form given.

ACTION TAKEN REPORT (FOR COMPLAINTS)

Flat / bungalow No.	A 316	ATR Date	24-05-2024
Project	GHT	Complaint Date	05-04-2024
Customer Name	Harsh Dutta		
Prepared By	D Devi		
Project Manager's Sign	A Suresh	Admin Officer's Sign	

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

[illegible]

Note: 1. Keep the report brief. 2. Do not repeat the complaint. 3. Use terms like “Work completed”, “Changes not permitted – work not taken up”, “Kept pending at customer’s request”, “Beyond our scope of work”, etc.

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.		A-316		ATR Date		24-05-2024	
Project		GHT		Complaint Date		05-04-2024	
Customer Name		Harsh Dutta.					
Prepared by	S.Sunil kumar	Date	01-06-2024	Sign	Sunil		
Project Manager	A.Suresh	Date	01-06-2024	Sign	suresh		
HO receipt date				Sign			
Checked by MD on				MD Sign			
MD's Remarks:							
CR to send letter to customer		☐ Yes ☐ No		For filling		☐ Yes ☐ No	

Note: CR will send a copy of ATR and complaint to QC immediately after the receipt of the ATR. QC will send their report on the ATR to the MD within 3 working days. Aruna to file to file it in MDs pending complaints file.

Complaint S No.	Quality of action taken by Site Engg on complaint?	If action on the complaint was not taken then, was the reason for not taking action justified?
1.	Good	☐ Yes ☐ No
2.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
3.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
4.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
5.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
6.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
7.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
8.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
9.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
10.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
11.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
12.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
Remarks:		

Complaints And Suggestions from Greenwood Heights

From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;
gbrambabu@modiproperties.com; ght-const@modiproperties.in; himani.singh889@gmail.com

Date: Monday, March 11, 2024 at 12:18 PM GMT+5:30

Complaint Id : 546386

Project Name : Greenwood Heights

Block No / Phase : Block A

Flat No/Villa : A516

Nature of complaint : Construction

Customer Name : Rani Singh

Email : himani.singh889@gmail.com

Complaints :

1. Camera Installation: The installation of the camera system, which was part of the initial plan, has not been carried out.
2. Broken Tiles Replacement: There are still broken tiles in various areas of the apartment that require replacement.
3. Granite Sealing: The sealing of granite surfaces has not been done adequately, resulting in water leakage issues.
4. Damaged Net Replacement: Despite sending a previous email regarding the replacement of damaged nets, there has been no update or action taken on this matter.
5. Safety Grills in open windows: It is highly unsafe for kids to play with those open windows as there are chances that they might fall. Please Look into this.

Note:

1. Please allow atleast two weeks for us to attend your complaint.
2. In general written response / reply to complaints shall not be given.
3. In case the complaint is not attended to for over two weeks customers are requested to send a reminder using the form given.

ACTION TAKEN REPORT (FOR COMPLAINTS)

Flat / bungalow No.	A 516	ATR Date	18-03-2024
Project	GHT	Complaint Date	11-03-2024
Customer Name	Rani singh		
Prepared By	D Devi		
Project Manager's Sign	A Suresh	Admin Officer's Sign	

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

[illegible]

Note: 1. Keep the report brief. 2. Do not repeat the complaint. 3. Use terms like “Work completed”, “Changes not permitted – work not taken up”, “Kept pending at customer’s request”, “Beyond our scope of work”, etc.

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.	A-516	ATR Date	18-03-2024
Project	GHT	Complaint Date	11-03-2024
Customer Name	Rani singh		
Prepared by	Saikiran	Date	19-03-2024
		Sign	Saikiran
Project Manager	Suresh	Date	19-03-2024
		Sign	Suresh
HO receipt date		Sign	
Checked by MD on		MD Sign	
MD's Remarks:			
CR to send letter to customer	☐ Yes ☐ No	For filling	☐ Yes ☐ No

Note: CR will send a copy of ATR and complaint to QC immediately after the receipt of the ATR. QC will send their report on the ATR to the MD within 3 working days. Aruna to file to file it in MDs pending complaints file.

Complaint S No.	Quality of action taken by Site Engg on complaint?	If action on the complaint was not taken then, was the reason for not taking action justified?
1.	Avg	☐ Yes ☐ No
2.	Avg	☐ Yes ☐ No
3.	Avg	☐ Yes ☐ No
4.	Avg	☐ Yes ☐ No
5.	☐ Good ☐ Avg. ☐ Bad	Yes
6.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
7.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
8.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
9.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
10.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
11.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
12.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
Remarks:		

Complaints And Suggestions from Greenwood Heights

From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;
gbrambabu@modiproperties.com; ght-const@modiproperties.in; dennis.antony07@gmail.com

Date: Tuesday, July 18, 2023 at 05:49 PM GMT+5:30

Complaint Id : 7931

Project Name : Greenwood Heights

Block No / Phase : Block B

Flat No/Villa :307

Nature of complaint :Day to Day Maintenance

Customer Name : Dennis Antony

Email : Dennis.antony07@gmail.com

Complaints :

1. Frequent power drop only in the building not noticed the same with the surroundings, not sure why are we facing flickering/ fluctuation and frequent power drop, worried that it would effect my appliances. Can someone please check what is the issue with power in this building.

Note:

1. Please allow atleast two weeks for us to attend your complaint.
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3. In case the complaint is not attended to for over two weeks customers are requested to send a reminder using the form given.

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.	B-307	ATR Date	24-07-2023
Project	GHT	Complaint Date	18-07-2023
Customer Name	Dennis Antony		
Prepared by	P.Bharath	Date	25-07-2023
		Sign	P.Bharath
Project Manager	A.Suresh	Date	25-07-2023
		Sign	A.Suresh
HO receipt date		Sign	
Checked by MD on		MD Sign	
MD's Remarks:			
CR to send letter to customer	☐ Yes ☐ No	For filling	☐ Yes ☐ No

Note: CR will send a copy of ATR and complaint to QC immediately after the receipt of the ATR. QC will send their report on the ATR to the MD within 3 working days. Aruna to file to file it in MDs pending complaints file.

Complaint S No.	Quality of action taken by Site Engg on complaint?	If action on the complaint was not taken then, was the reason for not taking action justified?
1.	Avg	☐ Yes ☐ No
2.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
3.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
4.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
5.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
6.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
7.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
8.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
9.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
10.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
11.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
12.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
Remarks:		

Complaints And Suggestions from Greenwood Heights

From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;
gbrambabu@modiproperties.com; ght-const@modiproperties.in; dennis.antony07@gmail.com

Date: Wednesday, September 27, 2023 at 06:41 PM GMT+5:30

Complaint Id : 926781

Project Name : Greenwood Heights

Block No / Phase : Block B

Flat No/Villa :307

Nature of complaint :Construction

Customer Name : Dennis Antony

Email : Dennis.antony07@gmail.com

Complaints :

1. Issues with Paintings on walls not done Properly/ smoothing of walls was not done before painting the house
2. Chipping on All the doors including Main door
3. Paint has already rusted on all the window grills
4. Mesh is damaged, looks like very cheap quality
5. Filling in bathroom tiles and Floor tiles is chipping already

Note:

1. Please allow atleast two weeks for us to attend your complaint.
2. In general written response / reply to complaints shall not be given.
3. In case the complaint is not attended to for over two weeks customers are requested to send a reminder using the form given.

ACTION TAKEN REPORT (FOR COMPLAINTS)

Flat / bungalow No.	B 307	ATR Date	14-10-2023
Project	GHT	Complaint Date	27-09-2023
Customer Name	Dennis Antony		
Prepared By	D Devi		
Project Manager's Sign	A Suresh	Admin Officer's Sign	

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

[illegible]

Note: 1. Keep the report brief. 2. Do not repeat the complaint. 3. Use terms like “Work completed”, “Changes not permitted – work not taken up”, “Kept pending at customer’s request”, “Beyond our scope of work”, etc.

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.	B-307	ATR Date	14-10-2023
Project	GHT	Complaint Date	27-09-2023
Customer Name	Dennis Antony		
Prepared by	Saikiran	Date	19-10-2023
		Sign	Saikiran
Project Manager	Suresh	Date	19-10-2023
		Sign	suresh
HO receipt date		Sign	
Checked by MD on		MD Sign	
MD's Remarks:			
CR to send letter to customer	☐ Yes ☐ No	For filling	☐ Yes ☐ No

Note: CR will send a copy of ATR and complaint to QC immediately after the receipt of the ATR. QC will send their report on the ATR to the MD within 3 working days. Aruna to file to file it in MDs pending complaints file.

Complaint S No.	Quality of action taken by Site Engg on complaint?	If action on the complaint was not taken then, was the reason for not taking action justified?
1.	☐ Good ☐ Avg. ☐ Bad	Yes
2.	☐ Good ☐ Avg. ☐ Bad	Yes
3.	Avg	☐ Yes ☐ No
4.	Avg	☐ Yes ☐ No
5.	☐ Good ☐ Avg. ☐ Bad	Yes
6.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
7.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
8.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
9.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
10.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
11.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
12.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
Remarks:		

Complaints And Suggestions from Greenwood Heights

From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;
gbrambabu@modiproperties.com; ght-const@modiproperties.in; digital.angad@gmail.com

Date: Wednesday, October 11, 2023 at 10:54 AM GMT+5:30

Complaint Id : 703818

Project Name : Greenwood Heights

Block No / Phase : Block B

Flat No/Villa :613

Nature of complaint :Addressed to Customer Relations

Customer Name : Angad Nijjar

Email : digital.angad@gmail.com

Complaints :

1. I wanted to confirm on the status of 613B, Modi Greenwood Heights with regards to following works:
2. 1. Parking space allocation.
3. 3. Full set of keys - I have received only 1 key for main door and set of keys for rooms,
4. 4. CCTV installation of main door of flat,
5. 5. Updating my mobile number - 9052000520 - to society/association WhatsApp groups if any?
6. 6. If possible please share contact details of President/Secretary of GWH association
7. 2. Manjeera Water Connection activation = as per earlier request, the manjeera pipeline was worked upon, without any intimation or update.. I have no idea when the plumber was called and when the work was completed for Manjeera. After the work was done 2 days after that Mr. Ramakrishna from site called saying about leakage in manjeera pipeline. We have done full investigation and there are no drills or holes made on the wall where Modi contractors said the pipe is inside the wall. I visited 2 times to verify on the pipe inside the wall in kitchen and 2 times I had to meet new plumber who both had different stories on the pipe. In the last meeting Mr. Ramakrishna sent a new plumber who was just rude. His only solution was break down all interior works, break down the granite and fix the pipe. and then he kept arguing that I have damaged the pipe in the kitchen.
8. I have given an alternative to cut off the entire connection inside the wall to avoid any damages to the ready kitchen. I would like to know if Modi properties would help in repairing by creating a new pipe connection outside in utility. area from manjeera storage directly as we have installed a new sink in the utility area.
9. Mr. Ramakrishnan needs some more customer service skills please.. I have to call him atleast 4 to.5 times nonstop before he answers the call. Both Mr. Ramakrishna and Mr. Suresh have very serious ego/attitude problems.. Asking them for anything really feels like I'm talking to MD/CEO who have no time for tenants/owners. Could you please give some feedback and ask them to be more polite and professional.
10. Is it mandatory to use services of plumber/electrician only from Modi properties? Because if i am not using their services, I'm getting very bad service and unprofessional behaviour from Mr. Ramakrishna and Mr. Suresh. Please advise

Note:

1. Please allow atleast two weeks for us to attend your complaint.
2. In general written response / reply to complaints shall not be given.
3. In case the complaint is not attended to for over two weeks customers are requested to send a reminder using the form given.

ACTION TAKEN REPORT (FOR COMPLAINTS)

Flat / bungalow No.	B 613	ATR Date	10-11-2023
Project	GHT	Complaint Date	11-10-2023
Customer Name	Angad Nijjar		
Prepared By	D Devi		
Project Manager's Sign	A Suresh	Admin Officer's Sign	

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

[illegible]

Note: 1. Keep the report brief. 2. Do not repeat the complaint. 3. Use terms like “Work completed”, “Changes not permitted – work not taken up”, “Kept pending at customer’s request”, “Beyond our scope of work”, etc.

Complaints And Suggestions from Greenwood Heights

From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;
gbrambabu@modiproperties.com; ght-const@modiproperties.in; digital.angad@gmail.com

Date: Tuesday, November 7, 2023 at 11:49 AM GMT+5:30

Complaint Id : 436391

Project Name : Greenwood Heights

Block No / Phase : Block B

Flat No/Villa :613

Nature of complaint :Construction

Customer Name : Angad Singh Nijjar

Email : digital.angad@gmail.com

Complaints :

1. We would like the 2nd paint coating of the flat to start on 23rd November. Please have the coating completed by 25th of November.
2. Aluminum mesh in master bed room has not been repaired still.

Note:

1. Please allow atleast two weeks for us to attend your complaint.
2. In general written response / reply to complaints shall not be given.
3. In case the complaint is not attended to for over two weeks customers are requested to send a reminder using the form given.

ACTION TAKEN REPORT (FOR COMPLAINTS)

Flat / bungalow No.	B-613	ATR Date	07-11-2023
Project	GHT	Complaint Date	13-12-2023
Customer Name	Angad singh Nijjar		
Prepared By	Devi		
Project Manager's Sign	A Suresh	Admin Officer's Sign	

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

[illegible]

Note: 1. Keep the report brief. 2. Do not repeat the complaint. 3. Use terms like “Work completed”, “Changes not permitted – work not taken up”, “Kept pending at customer’s request”, “Beyond our scope of work”, etc.

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.	B-613	ATR Date	13-12-2023
Project	GHT	Complaint Date	07-11-2023
Customer Name	Angad Singh Nijar		
Prepared by	Saikiran	Date	19-12-2023
		Sign	saikiran
Project Manager	Suresh	Date	19-12-2023
		Sign	suresh
HO receipt date		Sign	
Checked by MD on		MD Sign	
MD's Remarks:			
CR to send letter to customer	☐ Yes ☐ No	For filling	☐ Yes ☐ No

Note: CR will send a copy of ATR and complaint to QC immediately after the receipt of the ATR. QC will send their report on the ATR to the MD within 3 working days. Aruna to file to file it in MDs pending complaints file.

Complaint S No.	Quality of action taken by Site Engg on complaint?	If action on the complaint was not taken then, was the reason for not taking action justified?
1.	Avg	☐ Yes ☐ No
2.	Avg	☐ Yes ☐ No
3.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
4.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
5.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
6.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
7.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
8.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
9.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
10.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
11.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
12.	☐ Good ☐ Avg. ☐ Bad	☐ Yes ☐ No
Remarks:		

And Suggestions from Greenwood Heights

enwood Heights (info@modiproperties.com)

:@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;
gbrambabu@modiproperties.com; ght-const@modiproperties.in; saikrishnamohan@gmail.com

.. Sunday, May 19, 2024 at 06:53 PM GMT+5:30

Complaint Id : 170575

Project Name : Greenwood Heights

Block No / Phase : Block B

Flat No/Villa :611

Nature of complaint :Day to Day Maintenance

Customer Name : Sharada

Email : saikrishnamohan@gmail.com

Complaints :

1. The cleaning of Manjeera water tank as the flow of water is very slow.
2. Installation of angle cock in the sink of the living room.
3. Flickering of lights in living room.

Note:

1. Please allow atleast two weeks for us to attend your complaint.
2. In general written response / reply to complaints shall not be given.
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ACTION TAKEN REPORT (FOR COMPLAINTS)

Flat / bungalow No.	B 611	ATR Date	19-05-2024
Project	GHT	Complaint Date	04-06-2024
Customer Name	Sharadha		
Prepared By	D Devi		
Project Manager's Sign	A Suresh	Admin Officer's Sign	

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

[illegible]

Note: 1. Keep the report brief. 2. Do not repeat the complaint. 3. Use terms like “Work completed”, “Changes not permitted – work not taken up”, “Kept pending at customer’s request”, “Beyond our scope of work”, etc.