

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; vvmurthy206900@yahoo.co.in

Date: Tuesday, January 23, 2024 at 09:11 AM GMT+5:30

Complaint Id : 612687

Project Name : Greenwood Heights

Block No / Phase : Block A

Flat No/Villa :A515

Nature of complaint :Construction

Customer Name : RAMANA MURTHY V V

Email : vvmurthy206900@yahoo.co.in

Complaints :

1. CAR PARKING IS INCOMPLETE WITH DUSTY AMBIENCE , CAUSING HEALTH ISSUES - NEEDS URGENT RESOLUTION. LIFT FOR A BLOCK IS ALSO NOT OPERATIONAL. THOUGH I HAVE BEEN PROMISED FOR COMPLETION OF BOTH BY NOVEMBER END, TILL DATE , THESE TWO ARE INCOMPLETE AND CREATING LOT OF INCONVENIENCE TO ME ,BEING A SENIOR CITIZEN. PLEASE REFER TO YOUR EMAIL OF CONFIRMATION OF COMPLETION BY 30.11.2023, AFTER DISCUSSIONS IN YOUR OFFICE. I NEED AN URGENT RESOLUTION AS THE INCONVENIENCE CANNOT BE EXTENDED, EVEN AFTER THE MAINTENANCE PAYMENT IN FULL.

2. MAINTENANCE CHARGES - MAINTENANCE FEE IS CHARGED FROM THE DATE OF POSESSION TO ALL THE RESIDENTS. HOWEVER, IN MY CASE, IT IS CHARGED 7 MONTHS EXTRA, EVEN THOUGH MY OCCUPANCY CERTIFICATE IS DATED 30.11.2023. PLEASE RECONCILE FOR RETURN THE ADDITION AMOUNT CLAIMED OR WOULD BE ADJUSTED AGAINST FOR 12 MONTHS FROM THE DATE OF POSITION, AS I HAVE BEEN DEMANDED 12 MONTHS ADVANCE, WHICH I PAID. NEED A REPLY CONFIRMATION FOR THE ABOVE

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 515	ATR Date	13-03-2024
Project	GHT	Complaint Date	23-01-2024
Customer Name	Ramana Murthy		
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-515	ATR Date	13-03-2024		
Project	GHT	Complaint Date	23-01-2024		
Customer Name	Ramana Murthy				
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.	☐ Good ☐ Avg. ☐ Bad	Yes
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; tulshi2202@gmail.com

Date: Thursday, September 28, 2023 at 06:09 PM GMT+5:30

Complaint Id : 799716

Project Name : Greenwood Heights

Block No / Phase : Block B

Flat No/Villa : 706

Nature of complaint : Construction

Customer Name : Tulshi Pandey

Email : tulshi2202@gmail.com

Complaints :

1. CCTV camera not installed.
2. Water seepage in walls during rain inside and outside of flat.
3. Water leaking from the top of bathroom wall.
4. Swimming pool not completed.
5. Numbering of flats, floor and lift.

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 706	ATR Date	07-10-2023
Project	GHT	Complaint Date	26-09-2023
Customer Name	Tulsi Pandey		
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-706	ATR Date	07-10-2023		
Project	GHT	Complaint Date	26-09-2023		
Customer Name	Tulsi Pandey				
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.	Avg	☐ Yes ☐ No
2.	☐ Good ☐ Avg. ☐ Bad	Yes
3.	Avg	☐ Yes ☐ No
4.	☐ Good ☐ Avg. ☐ Bad	Yes
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; tulshi2202@gmail.com

Date: Thursday, October 19, 2023 at 05:14 PM GMT+5:30

Complaint Id : 967776

Project Name : Greenwood Heights

Block No / Phase : Block B

Flat No/Villa :706

Nature of complaint :Day to Day Maintenance

Customer Name : Tulshi Pandey

Email : tulshi2202@gmail.com

Complaints :

1. Black Water is coming in flush tank and smelling horrible like drainage water.

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 706	ATR Date	10-11-2023
Project	GHT	Complaint Date	19-10-2023
Customer Name	Tulsi Pandey		
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-706	ATR Date	10-11-2023
Project	GHT	Complaint Date	19-10-2023
Customer Name	Tulsi Pandey		
Prepared by	P.Bharath	Date	01-12-2023
Project Manager	A.Suresh	Date	01-12-2023
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; tulshi2202@gmail.com

Date: Friday, February 23, 2024 at 06:28 PM GMT+5:30

Complaint Id : 831297

Project Name : Greenwood Heights

Block No / Phase : Block B

Flat No/Villa :706

Nature of complaint :Construction

Customer Name : Tulshi Pandey

Email : tulshi2202@gmail.com

Complaints :

1. Crack in the inside and outside wall of flat
2. Water seepage in one of bathroom

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 706	ATR Date	13-03-2024
Project	GHT	Complaint Date	23-02-2024
Customer Name	Tulshi pandey		
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.

Complaint S No.	Action Taken
1	Work Completed
2	Work completed
3	
4	
5	
6	
7	
8	
9	
10	

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-706	ATR Date	13-03-2024
Project	GHT	Complaint Date	03-02-2024
Customer Name	Tulshi Pandey		
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.	☐ 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; thapar.preeti@gmail.com

Date: Thursday, July 20, 2023 at 11:35 AM GMT+5:30

Complaint Id : 7940

Project Name : Greenwood Heights

Block No / Phase : Block A

Flat No/Villa :605

Nature of complaint :Construction

Customer Name : Preeti Pratyush Veer

Email : thapar.preeti@gmail.com

Complaints :

1. There is a leakage at the junction of block A and Block B on every floor. Water leakage is there continuously during the rains
2. There are no drains in the corridors thus all the water is getting accumulated.
3. Swimming pool has stagnant water giving rise to mosquito issues

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-605	ATR Date	24-07-2023
Project	GHT	Complaint Date	20-07-2023
Customer Name	Preeti Prathyush Veer		
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-605	ATR Date	24-07-2023
Project	GHT	Complaint Date	20-07-2023
Customer Name	Preethi Pratyush		
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
3.	☐ Good ☐ Avg. ☐ Bad	Yes
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; thapar.preeti@gmail.com

Date: Monday, September 25, 2023 at 03:31 PM GMT+5:30

Complaint Id : 183880

Project Name : Greenwood Heights

Block No / Phase : Block A

Flat No/Villa :A605

Nature of complaint :Construction

Customer Name : Preeti Thapar

Email : thapar.preeti@gmail.com

Complaints :

1. The slope in the entrance of the building is not wheelchair friendly. It has a slope but it is not made properly with stoppers to tale the whelchair up

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 605	ATR Date	07-10-2023
Project	GHT	Complaint Date	25-09-2023
Customer Name	Preethi Thappar		
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-605		ATR Date		07-10-2023	
Project		Ght		Complaint Date		24-9-2023	
Customer Name		Preethi thappar					
Prepared by	S.Sunil	Date	19-10-2023	Sign	Sunil		
Project Manager	A.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 ☐ 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; tabithapremkumar@yahoo.com

Date: Tuesday, September 26, 2023 at 04:14 PM GMT+5:30

Complaint Id : 646884

Project Name : Greenwood Heights

Block No / Phase : Block B

Flat No/Villa :513

Nature of complaint :Day to Day Maintenance

Customer Name : Tabitha Prem kaza

Email : tabithapremkumar@yahoo.com

Complaints :

1. The car park not completed - the cement is damaging the cars
2. The Cc tv camera not yet fixed
3. The common areas not yet completed - swimming pool / children's park
4. Lift numbering needs to be corrected
5. Flat numbering to be completed
6. Security at main gate - no common number for night guards / poor quality of security
7. The walk around the blocks yet to completed
8. Lifts need to be cleaned _ always dirty with cement debris

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 513	ATR Date	07-10-2023
Project	GHT	Complaint Date	26-09-2023
Customer Name	Tabitha Prem kaza		
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-513		ATR Date		07-10-2023	
Project		Ght		Complaint Date		26-9-2023	
Customer Name		Tabitha prem kaza.					
Prepared by	S.Sunil	Date	19-10-2023	Sign	Sunil		
Project Manager	A.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.	Avg.	☐ Yes ☐ No
3.	Avg.	☐ Yes ☐ No
4.	Avg.	☐ Yes ☐ No
5.	☐ Good ☐ Avg. ☐ Bad	Yes
6.	☐ Good ☐ Avg. ☐ Bad	Yes
7.	☐ Good ☐ Avg. ☐ Bad	Yes
8.	Avg.	☐ 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; tabithapremkumar@yahoo.com

Date: Saturday, September 30, 2023 at 10:37 AM GMT+5:30

Complaint Id : 589807

Project Name : Greenwood Heights

Block No / Phase : Block B

Flat No/Villa :513

Nature of complaint :Construction

Customer Name : Tabitha Prem kaza

Email : tabithapremkumar@yahoo.com

Complaints :

1. Both bathroom drain gradient needs to be corrected...the water is accumulating at the corners..
2. Master bedroom AC switch point sinking - cannot be used ... plastering and electrical work required
3. Need another plug point in the children's room
4. Kitchen window beading coming out

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.

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.	B-513	ATR Date	07-10-2023
Project	GHT	Complaint Date	30-09-2023
Customer Name	Tabitha Prem Kaza		
Prepared by	Saikiran	Date	19-10-2023
Project Manager	Suresh	Date	19-10-2023
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.	Avg	☐ Yes ☐ No
3.	☐ Good ☐ Avg. ☐ Bad	Yes
4.	Avg	☐ 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:		