

Construction Division
Additions & Alteration Charges Approval Form

1. Enclose measurement & estimate sheet. 2. Send scanned copy by email to plans@modiproperties.com & CR. 3.
 Main originals in A&A of customers at site.

[illegible]

In words Twenty Seven Thousand One Hundred and Sixty Nine Rupees only

CLIMATE SHEET

ESTIMATE SHEET									
Company Name:	MRMLLP								
Project:	Gulmohar Residency								
Work Description:	Extra Specs								
No	F-502								
Measured By	K. Narendra Reddy								
Date	10-07-2023								
S No.	Item Head	Item Description	A Length	B Width	C Height	D Nos	E=AXBXCXD Quantity	F Units	
1	Regal Beige - 4' x 2'	Living Room passage 1	23	11	1	1	253	sft	
		passage 2	10	3	1	1	30	sft	
		G. bedroom	5	3	1	1	15	sft	
		C. bedroom	11	13	1	1	143	sft	
		M Bedroom	11	13	1	1	143	sft	
2	Urban Wood Natural 4" x 8"	Skirting 18%	11	13	1	1	143	sft	
			1	1	1	1	131	ft	
Refund									
1	Kitchen Dado	Kitchen Dado	18	1	2	1	36	sft	
2	SS sink	SS sink	1	1	1	1	1	no	
		</							

by Name:	MRMLLP	Site	Gulmohar Residency
the customer	S.B.V. Naveha F-502.		
at No.			
Description	Amount		
Total extra Charges	30,740/-		
Total refundable amount	1,080/-		
Net amount to be charges (if any)	29,660		
Net amount to be refunded (if any)	-		
s :			
by Project Manager	Approved by Design Team	Approved by MD	
	Date	Date	
	Sign:	Sign:	

sent to referent

Approved by:	Ramkrasad
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MIRMLLP

Gulmohar Residency

Extra Specs

F-502(S H

02.01.2023

[illegible]

ESTIMATE SHEET

Company Name:

MIRMLLP

Approved by:

Ram Prasad

Project:

Gulmohar Residency

Sign:

Work Description:

Extra Specs

Contractor Name:

F-502(S B V Navena)

Prepared By

G. Rajesh

Date:

02.01.2023

S No.	Item Head	Item Description	Quantity	Units	Rate	Amount
1	Regal Beige -4'x2'	Living Room passage 1	253 30	sft sft	35 35	8855 1050
		passage 2	15	sft	35	525
		G.BedRoom	143	sft	35	5005
		C.BedRoom	143	sft	35	5005
2	Urban Wood natural -4'X8"	M.BedRoom	143	sft	40	5720
		Skirting 18%	130.86	Rft	35	4580.1
						30740.1
	Refund					
1	Kitchen Dado	Kitchen Dado	36	sft	30	1080

Company	F-502	Other	SI. No.	40492
Prepared by	MRM - LLP	Project	Phase	
Project Manager	R. S. SAIKIRAN	Sign	Date	07-09-2022
Previous stage report no.	RAM PRASAD	Sign	Date	07-09-2022
Checked By MD on	39854	Report filed and signed by PM	Yes ☒ No ☐	
	MD Sign	For filling	Yes ☐ No ☐	

Recommendation:

- ☐ Stop further work. Submit ATR on QC report to QC team. Proceed only after recheck by QC.
- ☐ Stop further work. Proceed with work after submitting ATR on QC report to QC team.
- ☒ Proceed with further work only after making corrections pointed out in the QC report. ATR not required.
- ☐ Proceed with further work. ATR not required.

Inspection should be done after:

- Completion of flooring, bathroom /utility tiles, first coat of paint
- Completion of doors, windows, grills, electrical wiring, switches must be done in next stage
- False ceiling must be completed before flooring.
- Kitchen platform, granite and dado must be completed where modular kitchen is not provided.
- Provide granite soffit for main door and balconies in this stage.

Miscellaneous check:

Main door fixed with lock & stopper	☒ Yes ☐ No	Granite soffit for balcony provided	☒ Yes ☐ No
Granite soffit for balcony required	☒ Yes ☐ No	Balcony granite soffit edge polishing	☐ Good ☒ Avg ☐ Poor
Balcony granite soffit workmanship	☐ Good ☒ Avg ☐ Poor	Granite soffit for main door provided	☒ Yes ☐ No
Granite soffit for main door required	☒ Yes ☐ No	Main door granite soffit edge polishing	☐ Good ☒ Avg ☐ Poor
Main door granite soffit workmanship	☐ Good ☒ Avg ☐ Poor		

QC Report
Certified that all corrections mentioned
on the QC Report have been completed
Work can proceed

QC Report
Certified that all corrections mentioned
on the QC Report have been completed
Work can proceed

Tiling & granite work		Rate the quality of (Good ✓, Avg. X, Poor - needs correction XX, NA)												
S No	Room	Workmanship of tiling	White cement filling around CPVC lines	Corners finishing	Finishing near doors	Finishing on top of tiles	Finishing near ventilators	Step at bathroom entrance / utility	Step for shower / pot wash	Tile joint grouting	Granite platform finishing and edge polishing	Granite platform slope	Granite platform height	Finishing under granite platform
1	Toilet 1 M-toi	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	Toilet 2 C-toi	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
3	Toilet 3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4	Toilet 4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5	Wash basin in dining area	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
6	Kitchen	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
7	Utility	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
8	Other													
9	Other													
Remarks		NOTE :- 1) Provision for modular kitchen.												
		2) On M-toi & C-toi, A piece of tile were broken.												
		3) main Door stopper was not provided.												

Flooring & painting		Rate the quality of (Good ✓, Avg. X, Poor - needs correction XX, NA)												
S No	Room	Color variation of floor tiles	Flooring workman ship & grouting	Skirting size (3")	Skirting workmanship	Plastering above skirting	Plastering & finishing of walls	Crack filling	Loft Finishing	Windows check	General quality of painting & finishing	Door & frame painting quality	Door beading, luppam and painting quality.	Edge building
1	Bedroom 1 M. Bed	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	Bedroom 2 G. Bed	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
3	Bedroom 3 C. Bed	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4	Drawing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5	Dining	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
6	lobby-1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
7	Utility / balcony 1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
8	Utility / balcony 2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
9	Utility / balcony 3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
10	Kitchen	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
11	Other													
12	Other													
Remarks		NOTE :- 1) painting work for door frames & walls to be improved.												

Flat No.	F-502	Other		Sl. No.	37854
Company	MAM (LLP)	Project	GMR	Phase	
Prepared by	S. Sundhara	Sign	<i>[Signature]</i>	Date	06/5/22
Project Manager	Ramprasad	Sign	<i>[Signature]</i>	Date	06/5/22
Previous stage report no.				Report filed and signed by PM?	☒ Yes ☐ No
Additions & alterations sheet date			39815	All pages signed by engineer & customer?	☒ Yes ☐ No
Checked By MD on		MD Sign	5/1/22	For filling	☐ Yes ☐ No

Recommendation:

- ☐ Stop further work. Submit ATR on QC report to QC team. Proceed only after recheck by QC.
- ☐ Stop further work. Proceed with work after submitting ATR on QC report to QC team.
- ☒ Proceed with further work only after making corrections pointed out in the QC report. ATR not required.
- ☐ Proceed with further work. ATR not required.

Inspection should be done after:

- after cleaning the apartment.
- before starting painting, tiling & flooring.
- electrical conduct, waterproofing & plumbing work is completed (for stage II only).
- additions & alterations is finalized and signed. In case there are no additions and alterations printout of email by PM to CR confirming the same must be filed.
- additions & alterations sheets to be transferred to QC file. QC to check if A&A are made as per request.

Certified that all corrections mentioned in the QC Report have been completed. Work can Proceed to next Stage.

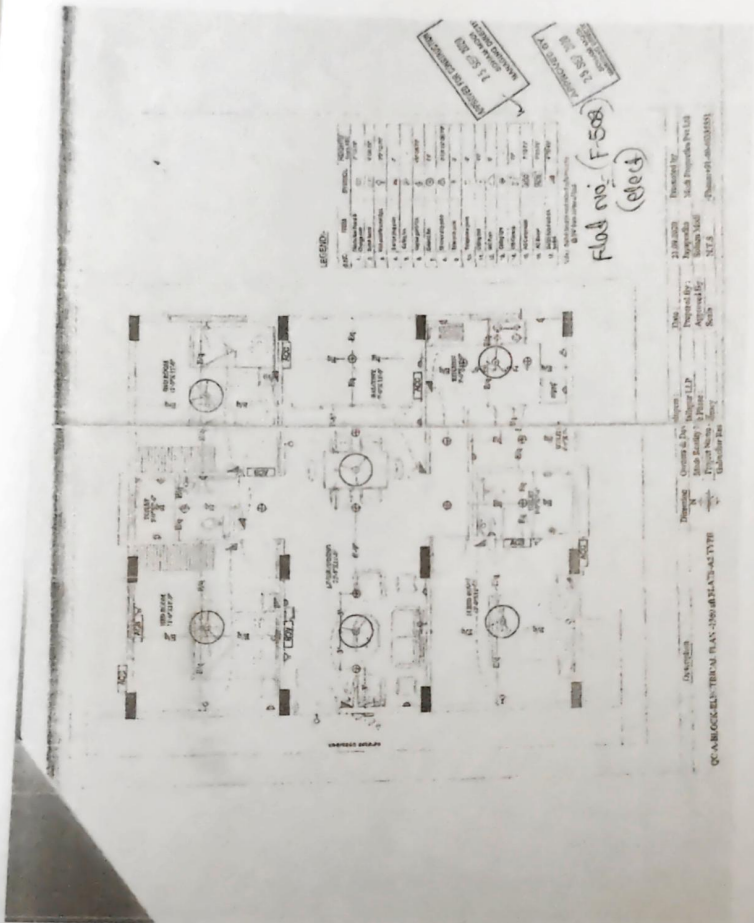
Project In-charge	Sign	Date
<i>[Signature]</i>	<i>[Signature]</i>	12/5/22

After Plumbing & Electrical Check.

Notes:

1. Mark ✓ for correct or minor mistake which does not require correction
2. Mark ✗ for minor mistake that requires minor correction.
3. Mark ✗✗ for major mistake that requires correction by replacement or re-fixing.
4. Mark ✗✗✗ for major mistake that cannot be corrected.
5. Location of CPVC & PVC fittings must be checked as per measurements given in circular. Tolerance 1".
6. Location, height and spirit level of electrical points must be checked as per measurements given in circular & plan. Tolerance 1".
7. Civil work near pipes in balcony & utility must be neat and mortar should be removed from the pipes.
8. Water proofing must cover all pipes & check height above SFL.
9. Fasteners must be used as specified in circular. Especially check fixing of PVC pipes.
10. Height of DB box must be 6" below false ceiling level or 12" below slab level.
11. In case of many changes in civil work, electrical work and plumbing work, a new drawing must be prepared at HO and approved by MD.

S No	Room	Civil work near pipes in balcony & utility ⁷ (✓ or X)	CPVC & PVC Check ⁵ (✓ or X)	Electrical points check ⁶ (✓ or X)	Water proofing check ⁸ (✓ or X)	Proper use of fasteners check ⁹ (✓ or X)	Placement of DB ¹⁰ (✓ or X)	Placement of Generator changeover (✓ or X)
1	Bedroom 1 M. Bed	—	—	✓	—	—	—	—
2	Toilet 1 M. Toi	—	X	✓	✓	—	—	—
3	Bedroom 2 K. Bed	—	—	✓	—	—	—	—
4	Toilet 2 C. Toi	—	X	✓	✓	—	—	—
5	Bedroom 3 G. Bed	—	—	✓	—	—	—	—
6	Toilet 3-	—	—	—	—	—	—	—
7	Drawing	—	—	✓	—	—	—	—
8	Dining	—	—	—	—	—	—	—
9	Lobby 1-	—	—	—	—	—	—	—
10	Utility / balcony 1	✓	—	✓	—	✓	—	—
11	Utility / balcony 2	✓	X	✓	—	—	—	—
12	Utility / balcony 3	—	—	—	—	—	—	—
13	Kitchen	—	✓	✓	—	—	—	—
14	Other							
15	Other							
Remarks ① In utility & in both toilet lots put wash point & Shower & Geyser Point								
this are not as per specified ht.								
Remarks on additions & alteration sheet:								
Signed by engineer,		☒ Yes ☐ No		Signed by customer,		☒ Yes ☐ No		
Revised drawing required from HO		☐ Yes ☒ No		Approved revised drawing attached		☐ Yes ☐ No ☒ No		



Complaints And Suggestions from Gulmohar Residency

From: Gulmohar Residency (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;
gbrambabu@modiproperties.com; gmr-const@modiproperties.in; surabathula.naveena@gmail.com

Date: Wednesday, March 6, 2024 at 10:06 PM GMT+5:30

Complaint Id : 177030

Project Name : Gulmohar Residency

Block No / Phase : Block F

Flat No/Villa :502

Nature of complaint :Construction

Customer Name : Naveena Surabathula

Email : surabathula.naveena@gmail.com

Complaints :

1. Wall is getting damaged. Getting off putty and paint form the wall

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.	F-502	ATR Date	28-05-2024
Project	GMR	Complaint Date	13-06-2024
Customer Name	Naveena Surabathula		
Prepared By	N.Divya		
Project Manager's Sign	N.Srinivas	Admin Officer's Sign	N.Divya

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.	F-502	ATR Date	13-06-2024
Project	GMR	Complaint Date	28-05-2024
Customer Name	Navcena Surabathula.		
Prepared by	S.Sunil	Date	03-07-2024
Project Manager	N.Srinivas	Date	03-07-2024
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 Gulmohar Residency

From: Gulmohar Residency (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;
gbrambabu@modiproperties.com; gmr-const@modiproperties.in; surabathula.naveena@gmail.com

Date: Wednesday, March 6, 2024 at 10:06 PM GMT+5:30

Complaint Id : 177030

Project Name : Gulmohar Residency

Block No / Phase : Block F

Flat No/Villa :502

Nature of complaint :Construction

Customer Name : Naveena Surabathula

Email : surabathula.naveena@gmail.com

Complaints :

1. Wall is getting damaged. Getting off putty and paint form the wall

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.	F-502	ATR Date	14-03-2024
Project	GMR	Complaint Date	06-03-2024
Customer Name	Naveena	Com.ID.no:	14191
Prepared By	Meenakshi		
Project Manager's Sign	K.Narender	Admin Officer's Sign	Meenakshi

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.	F-502	ATR Date	14-03-2024
Project	GMR	Complaint Date	06-03-2024
Customer Name	Naveena		
Prepared by	Saikiran	Date	16-03-2024
		Sign	Saikiran
Project Manager	Narendar	Date	16-03-2024
		Sign	Narendar
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 Gulmohar Residency

From: Gulmohar Residency (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;
gbrambabu@modiproperties.com; gmr-const@modiproperties.in; surabathula.naveena@gmail.com

Date: Monday, August 21, 2023 at 11:36 AM GMT+5:30

Complaint Id : 181930

Project Name : Gulmohar Residency

Block No / Phase : Block F

Flat No/Villa :502

Nature of complaint :Construction

Customer Name : Naveena

Email : surabathula.naveena@gmail.com

Complaints :

1. In the entrance the main Kadapa is damaged and needs to be painted, luppam finishing also not done.
2. Master bedroom's bathroom leaking
3. Few areas tiles got damaged in the hall, infront of maindoor entrance

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.	F-502	ATR Date	18-10-2023
Project	GMR	Complaint Date	21-08-2023
Customer Name	naveena	Com.ID.no:	13930
Prepared By	B.Meenakshi		
Project Manager's Sign	K.Narender	Admin Officer's Sign	Meenakshi

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.	F-502	ATR Date	18-10-2023
Project	GMR	Complaint Date	21-08-2023
Customer Name	Naveena		
Prepared by	Saikiran	Date	26-10-2023
		Sign	Saikiran
Project Manager	Narendar	Date	26-10-2023
		Sign	Narendar
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.	☐ 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 Gulmohar Residency

From: Gulmohar Residency (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;
gbrambabu@modiproperties.com; gmr-const@modiproperties.in; surabathula.naveena@gmail.com

Date: Monday, August 21, 2023 at 11:36 AM GMT+5:30

Complaint Id : 181930

Project Name : Gulmohar Residency

Block No / Phase : Block F

Flat No/Villa :502

Nature of complaint :Construction

Customer Name : Naveena

Email : surabathula.naveena@gmail.com

Complaints :

1. In the entrance the main Kadapa is damaged and needs to be painted, luppam finishing also not done.
2. Master bedroom's bathroom leaking
3. Few areas tiles got damaged in the hall, infront of maindoor entrance

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.	F-502	ATR Date	13-09-2023
Project	GMR	Complaint Date	21-08-2023
Customer Name	Naveena	Com.ID.no:	13931
Prepared By	B.Meenakshi		
Project Manager's Sign	K.Narender	Admin Officer's Sign	Meenakshi

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.	F-502	ATR Date	13-09-2023
Project	GMR	Complaint Date	21-08-2023
Customer Name	Naveena		
Prepared by	Saikiran	Date	25-09-2023
		Sign	Saikiran
Project Manager	Narendar	Date	25-09-2023
		Sign	Narendar
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.	☐ 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:		

gbrambabu@modiproperties.com

From: Gulmohar Residency <info@modiproperties.com>
Sent: 11 July 2023 11:07
To: cr@modiproperties.com; feedback@modiproperties.com;
kprasad@modiproperties.com; gbrambabu@modiproperties.com;
gmr@modiproperties.com; surabathula.naveena@gmail.com
Subject: Complaints And Suggestions from Gulmohar Residency

Complaint Id : 7914

Project Name : Gulmohar Residency

Block No / Phase : Block F

Flat No/Villa :502

Nature of complaint :Day to Day Maintenance

Customer Name : Naveena

Email : surabathula.naveena@gmail.com

Complaints :

1. Having water linkage in my common bathroom from the above portion.

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.	F-502	ATR Date	03-08-23
Project	GMR	Complaint Date	11-06-231
Customer Name	Naveena	Com.ID.no:	13852
Prepared By	B.Meenakshi		
Project Manager's Sign	K.Narender	Admin Officer's Sign	Meenakshi

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.		F-502		ATR Date		03-08-2023	
Project		GMR		Complaint Date		11-06-2023	
Customer Name		Naveena					
Prepared by	P.Bharath	Date	04-08-2023	Sign	P.Bharath		
Project Manager	Narendar	Date	04-08-2023	Sign	Narendar		
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:		