

WITHOUT PREJUDICE

Date: 29th August 2024

To,
Mr. M. Anand Kumar,
Flat no. B-713
Greenwood Heights
Kowkoo Bollaram, Hyderabad-500010.

Subject: Clarification and reply to your letters/ queries.

Reference:

1. CC.No.93/2004 by TG RERA.
2. Hearing on 20th August, 2024 before the Hon'ble TG RERA bench.
3. Your letter dated 21st August, 2024.
4. Your letter dated 22nd August, 2024.
5. Your letter dated 26th August, 2024.
6. Our invitation for Hitea vide letter dated 24.08.2024.

Mr. Anand Kumar,

In your letter dated 21/8/24 you had stated the following, *'During the Hearing on 20th August we had informed the Honorable TG RERA Bench of the attempt on the part of your customer Relations Executive to get us to have a meeting with your Partners to resolve the issue and withdraw our complaint'*.

It is in response to the above letter that we had sent an invitation to the residents for Hitea on 31st August, 2024. We have not twisted or misrepresented any fact and we deny the allegations in entirety.

Please note that Mr. Anand Mehta (partner), our customer relations team, our sales team and our engineering team will be present at the meeting to understand the complaints and suggestions of our customers.

We have only received complaints from you on behalf of other customers we cannot attend to the same without hearing the customer. Each customer has to raise complaints for issues within their flat through our website. We do not have authority to enter into any flat without a complaint from the customer.

Thus, as per the procedure set out since inception, please note that all complaints have to be submitted to us through our website i.e. at <https://www.modiproperties.com/complaints> and once we receive the same, we will be able to understand the grievance better and address the issues. We are and we have been committed to address all the complaints of all our customers at the earliest possible.

We once again appeal to you to attend the Hitea on 31st August, 2024 to provide us with an opportunity to understand your grievances and resolve all issues amicably. This attempt is being made on our party without admitting to the alleged allegations levelled by you against us before the Hon'ble RERA Tribunal.

As reiterated time and again, we are willing to discuss all your concerns. We understand that the following issues have been flagged on earlier occasions :

- 1) Expansion joints.
- 2) Parking areas
- 3) Fire escape doors
- 4) Copper wiring
- 5) Rear compound wall
- 6) Lighting
- 7) CC TV cameras
- 8) Power backup/DG
- 9) Rainwater harvesting/sewage treatment
- 10) Completion of amenities
- 11) Occupancy certificate
- 12) RW/maintenance charges
- 13) Draft agreements
- 14) Day to day issues
- 15) Handicap access
- 16) Bathroom doors
- 17) Water pressure in washrooms
- 18) Drainage and powder room
- 19) Seepages

However, no customer specific complaints have been made. Let us take this opportunity to have a detailed discussion and arrive at a mutually amenable way forward. Without this, we will not be able to provide you any letter or even item wise list of the steps to be taken by us.

In alternative, we propose to primarily understand your individual concerns and stay rest assured that we will send a detailed response to each and every complaint/suggestion after the proposed meeting within 7 days of meeting our customers.

Thank you,

Yours sincerely,

Customer Relations Manager.

Name: Krishna Prasad

Mob No: 9989699536

