

Sub: - Online database .

An online database has been created for tracking customer complaints and QC check on construction activity. The database can be accessed at www.modiproperties.com/modiqc/login.php. There are 4 categories of users i.e. administrator (Sunil), QC (Chary, Uma, Sunitha), Project Managers and CR. Each has been given restricted access to the data. There are 2 forms to be updated i.e. Customer complaints form and QC for construction form. The details of fields in each form are given below along with the user responsible for updating all fields.

1. Customer Complaints Form

a. Complaint Date	-	CR
b. Complaint Received at HO Date	-	CR
c. Project Name *	-	CR
d. Block No.*	-	CR
e. Flat No.*	-	CR
f. Name of the Customer.	-	CR
g. ATR Receipt date.	-	CR/QC
h. ATR Sent to QC date.	-	QC
i. QC Report on ATR date.	-	QC
j. Complaint closed by MD (Yes / No).	-	QC
k. Complaint Closed by MD on date.	-	QC
l. Remarks.	-	CR/QC

2. Construction QC

a. Project name *	-	Project Manager
b. Block / Phase No.*	-	Project Manager
c. Flat / Villa No.	-	Project Manager
d. Floor	-	Project Manager
e. Stage	-	Project Manager
f. Description of stage	-	Project Manager
g. Request for QC made on date	-	Project Manager
h. Requested date of inspection	-	Project Manager
i. Actual date of inspection	-	QC
j. QC report date	-	QC
k. ATR require (Yes / No)	-	QC
l. ATR date	-	QC
m. ATR receipt date at HO	-	QC
n. Complaint closed by MD on date	-	QC
o. Complaint closed (Yes / No)	-	QC
p. Remarks	-	QC
q. Complaint closed (Yes / No)	-	QC
r. Remarks	-	QC

The project visible to the user are restricted. Updations by QC shall be managed by Uma and Sunitha and cross check by Chary / Sunil (every Friday). Sunitha shall specifically update ATR receipt date on customer complaints. Uma shall update ATR receipt date on QC check.

Request for QC inspection for Project Managers must be made separately for each flat / villa, block/phase, floor, etc. Do not combine request for QC inspection in one form.

Reports generated by the database are as follows:-

1. List of customer complaints – project wise with select option wrt closed and not closed complaints. Project Managers can check their pending ATR's on customer complaints in this report.
2. List of QC's for construction. By choosing appropriate select/sort criteria project managers and QC can get the following information:
 - a. List of pending QC checks.
 - b. List of pending ATR's.
 - c. List of all QC check taken up – to verify missed qc checks.

This database shall be used from immediate effect. No phone calls, emails or sms request shall be sent. Each user may contact Sunil to personalize their password. Project manager and 1 engineer at each site shall be given a login ID.

Managing Director.