

Internal Memo No. 917/1 - Quality Control

Date: 02.06.2009

To,
Project Managers

Sub.: QC ATR and QC on ATR

Project Managers are required to send ATRs on complaint within 2 weeks of receiving the complaint. With respect to additions and alterations requests approvals can be taken from M.D. during site visit. Send an ATR stating that changes will be made at an appropriate time, the complaint has been noted and that compliant has been filed in the additions and alterations file for the respective flat / bungalow. In case the works cannot be taken up file an ATR stating the same.

QC will submit the report on ATR within 1 week of receiving the ATR. QC may call the customer for appointment and may request their appointment during office hours only. In case of non cooperation by the customer file a report stating the same.

Soham Modi,