

Sub.: Filing procedure for complaints, ATRs and additions & alterations requests.

A Great deal of confusion is prevailing with respect to maintenance of these records. To correct the situation this circular is being issued.

Files to be maintained:

At site

1. Pending complaints file – one file for entire project/phase.
2. Completed complaints file with ATR – one file for entire project/phase.
3. Additions and alterations file - flat file must be maintained for each flat/villa, both sold and unsold.
4. QC report + self check report + ATR on QC report - flat file must be maintained for each flat/villa, both sold and unsold. In case of flats QC reports file for RCC work can be maintained separately for each block/wing/core.

At CR Division

1. Pending complaints file – one file for entire project/phase.

With accountants/ Aruna.

1. One flat file each sold flat/villa.
2. One file project/phase/block wise for completed QC reports.
3. One file for KNM, SOB, VSC & GWE – pending complaints file – MDs copy.
4. One file for MFH, GMG, PMR & MNM – pending complaints file - MDs copy.
5. One file for KNM, SOB, VSC & GWE – pending QC reports file – MDs copy.
6. One file for MFH, GMG, PMR & MNM – pending QC reports file - MDs copy.
7. Inward /outward for QC reports and ATR on QC reports.

AT QC Division

1. List of request for QC report & current status.

Customer complaints received at site (original) and ATRs on customer complaints must be sent to Sunitha at head office on the same day. Similarly CR to inward complaints received by them with Sunitha and send a copy of site/MD. To the customer complaint attach the complaint form given herein. Original to be filed in customer file and copy to be maintained by Cr, MD and site.

In case of request/complaints for additions and alterations, respective project managers must send an ATR stating that changes will be made at an appropriate time and file the complaint in the additions & alterations file of the flat/villa. Any doubts should be clarified with MD during his site visit. Duly signed estimates for charges /refunds must be filed here and copy sent to CR team.

Copies of QC reports and ATRs on QC reports must be filed flat/villa wise at each site. QC reports and ATRs on QC reports must be sent to Aruna at HO every Saturday so that the

reports can be numbered. Alternately, ATR on QC reports can be sent to the QC team who in turn will send it HO on Saturday. QC need not maintain copies of QC reports or ATRs.

Customer complaints and ATRs on customer complaints are being maintained by the CR team. QC reports and ATRs on QC reports are being maintained by QC team at HO. Project managers should be clear about the distinction between the two.

Aruna to update MDs files before site visit on Tuesday and Thursday.

Padmanabha has been authorized to inspect, advise and send report about any defaults in maintaining the above procedure/files. Project managers, QC team & CR team shall extend their full cooperation to him.

Soham Modi.