

Circular no. 138. Project manager shall be required to send a report on customer complaints by the end of each month for the complaints received in the prior months, that are still not closed (i.e., ATR not sent & QC check not done).

List of customer complaints	87
Name of the project	NE
Signature of the project manager	Vijay Raj
Date:	05.10.2020

Sl. No	Compl aint ID	Unit no	Complaint date	Brief description of complaint	Explanation for pending works.	Timeline for completing the works	
1.	12361	I 23	07-01-19	Seepage, Painting	Work in Progress		
2.	12576	II 100	03-06-19	Bathroom leak, broken tiles	Leakage rectified.tiles not available at site. Tin oxide to fixed. Customer not residing.	15 days	
3.	12580	I 35	03-06-19	Seepage of external walls	Work in Progress		
4.	12640	I 44	22-07-19	Seepage	Work in Progress		
5.	12658	I 51	5-08-19	Water stagnation on terrace.	Due to rains - door lock	15-20 days.	
6.	12659	I 1	5-08-19	Seepage	Work in Progress		
7.	12660	I 23	5-08-19	Seepage	Work in Progress		
8.	12679	I 80B	12-08-19	Seepage	Work in Progress		
9.	12680	I 63	12-08-19	Seepage , Gate lights	Work in Progress		
10.	12681	II 100	12-08-19	Broken Tiles	Grouting completed- for broken tiles tin-oxide to be applied		
11.	12682	I 51	12-08-19	Water stagnation on terrace	Work in Progress	15-20 days	
12.	12683	II 84	12-08-19	Painting , Cracks	Work in Progress	15 days	
13.	12684	II 82	12-08-19	Seepage, Cracks , Damaged Tile	Work in Progress		
14.	12707	I 80B	26-08-19	Seepage in villa rooms	Work in Progress		

15.	12708	I 63	26-08-19	Seepage , Gate lights	Work in Progress		
16.	12709	II 100	26-08-19	Broken tiles	Grouting completed- for broken tiles tin-oxide to be applied	15 days	
17.	12710	I 51	26-08-19	Water stagnation on terrace	Due to rains - door lock	15-20 days.	
18.	12712	II 82	26-08-19	Seepage, cracks , damaged tiles	Work in Progress		
19.	12713	II 122	26-08-19	Seepage internal walls	Work in Progress		
20.	12714	II 116	26-08-19	Window not properly fixed	Work completed	ATR to be send	
21.	12716	I 58	26-08-19	Painting , Cracks	Rains, and due Mason problem for pavers.	15 days.	
22.	12717	II 95	26-08-19	Seepage and terrace cracks.	Work in Progress		
23.	12729	II 84	14-09-19	Painting , Seepage , Cracks	Work in Progress		
24.	12730	I 66	14-09-19	Flooring Problem	Work in progress	ATR to be send	
25.	12740	I 1	18-09-19	Seepage , C/wall on fencing	Work in Progress		
26.	12741	I 2	18-09-19	Seepage	Work in Progress		
27	12751	1	24-09-19	Dust bin removing at c/wall	Beyond our Scope	ATR will sent	
28	12752	93	29-09-19	Seepage	Work in Progress		
29	12753	66	03-10-19	Flooring Problem	Work Completed	ATR will sent	
30	12754	106	05-10-19	Seepage , Wall Cracks	Work in Progress		
31	12782	1	09-10-19	Seepage	Work in Progress		
32	12783	13	07-1019	Seepage	Work in Progress		
33	12803	125	09-10-19	Seepage	Work in Progress		
34	12804	16	09-10-19	Seepage	Work in Progress		
35	12805	104	12-10-19	Seepage , Wall Cracks	Work in Progress		

36	12806	84	13-10-19	Water Tank Connection	Work Completed	ATR will sent	
37	12807	46	14-10-19	Seepage	Work in Progress		
38	12808	33	15-10-19	Earthing Connection	Work Completed	ATR Will sent	
39	12813	116	03-11-19	Windows not fixed properly	Working in Progress		
40	12814	106	05-11-19	Cracks in Entire Villa	Work in Completed	ATR will sent	
41	12815	117	05-11-19	Seepage	Work in Progress		
42	12841	124	18-11-19	Seepage	Work in Progress		
43	12842	177	18-11-19	Slow Progress of Villa	Work in Progress	ATR to be sent	
44	12843	153	18-11-19	Slow Progress of Villa	Work in Progress	ATR to be sent	
45	12844	154	18-11-19	Slow Progress of Villa	Work in Progress	ATR to be sent	
46	12859	22	25-11-19	Flooring Problem	Work in Progress	15 days	
47	12860	139	26-11-19	Delay in Work	Work Completed	ATR to be sent	
48	12872	49	03-12-19	Roof Cracks	Work in Progress	10 days	
49	12873	137	04-12-19	Seepage	Work in Progress		
50	12892	84	15-12-19	Seepage	Work in Progress		
51	12893	113	17-12-19	Skirting above Seepage	Work Completed	ATR to be sent	
52	12894	66	23-12-19	Flooring Tiles Sink	Work completed	ATR to be sent	
53	12895	42	28-12-19	Seepage	Work in Progress		
54	12896	7	30-12-19	Seepage	Work in Progress		
55	12921	114	02-01-20	Seepage	Work in Progress		

56	12922	116	04-01-20	Windows not fixed properly	Work in Progress	10 days	
57	12923	106	08-01-20	Seepage	Work in Progress		
58	12924	42	13-01-20	Seepage	Work in Progress		
59	12941	101	19-01-20	Street light not working in front v.no.101	Completed	ATR to be sent	
60	12942	82	04-02-20	Cracks , Tiles Broken	Completed	ATR to be sent	
61	12943	49	05-02-20	Compound wall cracks	Due to Mason Shortage	Will be rectified after August	
62	12944	89	10-02-20	Seepage	Work in Progress		
63	12951	118	19-02-20	Terrace Cracks	Completed	ATR to be sent	
64	12952	66	20-02-20	Floor tiles Gap	Door Lock		
65	12953	90	24-02-20	Roof Cracks	Due to Mason Shortage	Rectified in august 1 st week	
66	12954	26	24-02-20	Fungus formed on bathroom door	Possession given long back	Beyond our scope	
67	12973	125	29-02-20	R.O.water Connection to villa	Giving water tin to villa because only two customers are residing in street	ATR to be sent	
68	12975	83	06-03-20	Video door phone not installed	Work in Progress	2 days	
69	12995	4	18-03-20	Compound wall damaged	Road bending Masons not coming		
70	12996	54	21-03-20	Seepage	Work in Progress		
71	12997	23	21-03-20	Drainage water over flow in front of villa	Work Completed	ATR to be sent	
72	12998	79	14-04-20	Compound wall repair	Work in Progress		
73	13006	23	22-05-20	Swimming Pool maintenance	Work Completed	ATR to be sent	

74	13007	4	04-06-20	Slow Progress of Villa	Work Completed	ATR to be sent	
75	13008	58	04-06-20	Flooring Problem	Work in Progress		
76	13009	16	04-06-20	Tiles displaced, Cracks, Seepage	Work in Progress		
77	13010	82	09-06-20	Tiles Sunked in hall	Work in Progress		
78	13011	66	10-06-20	Flooring Problem	Work in Progress		
79	13012	99	11-06-20	Painting , Seepage	Work in Progress		
80	13013	99	11-06-20	Seepage	Work in Progress		
81	13018	57	21-06-20	Drainage Issue	Work Completed	ATR to be sent	
82	13019	137	28-06-20	Rain Water Pipes	Work completed	ATR to be sent	
83	13020	134	28-06-20	Electric meter not installed	Work completed	ATR to be sent	
84	13021	100	29-06-20	Seepage , Rain Water Stagnating	Work in Progress		
85	13022	45	28-06-20	Drainage Issue	Work completed	ATR to be sent	
86	13023	116	26-06-20	Main gate Struck , Locks Problem	Work completed	ATR to be sent	
87	13025	105	05-07-20	Electrical wiring	Work completed	ATR to be sent	
88	13026	134	13-07-20	Seepage, Painting	Work in Progress		
89	13027	117	14-07-20	Bathroom leak, broken tiles	Leakage rectified.tiles not available at site. Tin oxide to fixed. Customer not residing.		
90	13029	106	14-07-20	Seepage of external walls	Work in Progress		
91	13031	111	14-07-20	Seepage	Work in Progress		
92	13032	134	13-07-20	Water stagnation on terrace.	Due to rains - door lock		
93	13033	58	08-07-20	Seepage	Work in Progress		

94	13034	123	27-07-20	Seepage	Work in Progress		
95	13035	84	27-07-20	Seepage	Work in Progress		
96	13038	121	22-07-20	Seepage , Gate lights	Work in Progress		
97	13039	90	23-07-20	Broken Tiles	Grouting completed- for broken tiles tin-oxide to be applied		
98	13040	33	13-06-20	Water stagnation on terrace	Work in Progress		
99	13060	22	05-08-20	Painting , Cracks	Work in Progress		
100	13061	141	07-08-20	Seepage, Cracks , Damaged Tile	Work in Progress		
101	13069	134	10-08-20	Seepage in villa rooms	Work in Progress		
102	13071	137	15-08-20	Seepage , Gate lights	Work in Progress		
103	13072	76	18-08-20	Broken tiles	Grouting completed- for broken tiles tin-oxide to be applied		
104	13073	89	18-08-20	Water stagnation on terrace	Due to rains - door lock		
105	13074	156	19-08-20	Seepage, cracks , damaged tiles	Work in Progress		
106	13076	106	19-08-20	Seepage internal walls	Work in Progress		
107	13077	84	21-08-20	Window not properly fixed	Work completed		
108	13078	123	24-08-20	Painting , Cracks	Rains, and due Mason problem for pavers.		
109	13079	34	24-08-20	Seepage and terrace cracks.	Work in Progress		
110	13080	16	25-08-20	Painting , Seepage , Cracks	Work in Progress		
111	13081	168	21-08-20	Flooring Problem	Work in progress		
112	13082	173	24-08-20	Seepage , C/wall on fencing	Work in Progress		
113	13083	174	25-08-20	Seepage	Work in Progress		
114	13085	155	26-08-20	Dust bin removing at c/wall	Beyond our Scope		
115	13086	179	21-08-20	Seepage	Work in Progress		
116	13128	177	03-09-20	Flooring Problem	Work Completed		

117	13129	72	05-09-20	Seepage , Wall Cracks	Work in Progress		
118	13130	121	06-09-20	Seepage	Work in Progress		
119	13131	121	06-09-20	Seepage	Work in Progress		
120	13132	155	09-09-20	Seepage	Work in Progress		
121	13133	72	09-09-20	Seepage	Work in Progress		
122	13134	72	09-09-20	Seepage , Wall Cracks	Work in Progress		
123	13135	154	09-09-20	Water Tank Connection	Work Completed		
124	13140	125	09-09-20	Seepage	Work in Progress		
125	13141	146	10-09-20	Earthing Connection	Work Completed		
126	13142	20	10-09-20	Windows not fixed properly	Working in Progress		
127	13143	29	10-09-20	Cracks in Entire Villa	Work in Completed		
128	13144	44	10-09-20	Seepage	Work in Progress		
129	13145	158	11-09-20	Seepage	Work in Progress		
130	13146	172	11-09-20	Slow Progress of Villa	Work in Progress		
131	13147	19	11-09-20	Slow Progress of Villa	Work in Progress		
132	13148	144	11-09-20	Slow Progress of Villa	Work in Progress		
133	13149	122	12-09-20	Flooring Problem	Work in Progress		
134	13150	62	13-09-20	Delay in Work	Work Completed		
135	13151	179	13-09-20	Roof Cracks	Work in Progress		
136	13152	184	14-09-20	Seepage	Work in Progress		
137	13153	60	14-09-20	Seepage	Work in Progress		
138	13163	142	15-09-20	Skirting above Seepage	Work Completed		
139	13164	134	15-09-20	Flooring Tiles Sink	Work completed		
140	13165	65	15-09-20	Seepage	Work in Progress		

141	13166	137	16-09-20	Seepage	Work in Progress		
142	13168	121	16-09-20	Seepage	Work in Progress		
143	13176	89	17-09-20	Windows not fixed properly	Work in Progress		
144	13177	122	17-09-20	Seepage	Work in Progress		
145	13178	179	18-09-20	Seepage	Work in Progress		
146	13179	153	18-09-20	Street light not working in front v.no.101	Completed		
147	13180	22	19-08-20	Cracks , Tiles Broken	Completed		
148	13181	173	20-08-20	Compound wall cracks	Due to Mason Shortage		
149	13182	100	21-09-20	Seepage	Work in Progress		
150	13183	116	21-09-20	Terrace Cracks	Completed		
151	13184	116	21-09-20	Floor tiles Gap	Door Lock		
152	13207	72	27-09-20	Roof Cracks	Due to Mason Shortage		
153	13208	4	21-09-20	Fungus formed on bathroom door	Possession given long back		
154	13209	144	22-09-20	R.O.water Connection to villa	Giving water tin to villa because only two customers are residing in street		
155	13210	146	23-09-20	Video door phone not installed	Work in Progress		
156	13211	117	26-09-20	Compound wall damaged	Road bending Masons not coming		
157	13212	133	27-09-20	Seepage	Work in Progress		
158	13213	172	01-10-20	Drainage water over flow in front of villa	Work Completed		