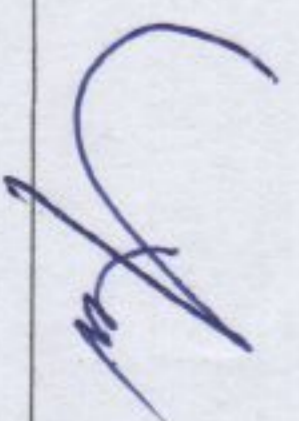


VOC_Report on customer complaints dt 01-10-2020 Ver1

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	08
Name of the project	VOC
Signature of the project manager	A Suresh
Date:	27-10-2020

Sl. No	Compla int ID	Unit no	Complaint date	Brief description of complaint	Explanation for pending works	Timeline for completing the works
1.	13094	I 190	27-08-2020	Painting for duck is not done	Work in progress	05-11-2020
2.	13115	C 107	05-09-0020	Water tanks floor crack opened fully because of that water is getting absorbed into the headroom slab,seepage	Work in progress	08-11-2020
3.	13122	A 136	28-08-0020	Water stagnating at head roof,painting work of gate&grills pending,no proper set up manhole,parking tiles to be fixed	Work in progress	05-11-2020
4.	13159	B 241	10-09-2020	Water seepage in bedrooms &staircase walls&ceilings,staircase railing cups not fixed,staircase granite broken	Work in progress	07-11-2020
5.	13160	B 55	10-09-2020	Water leakage from roof and seepage through walls	Work in progress	05-11-2020
6.	13161	D 189	09-09-2020	red soil is not been provided in front at plantation	Work in progress	03-11-2020
7.	13162	C 107	05-09-2020	Water tanks floor crack opened fully because of that water is getting absorbed into the headroom slab,whole villa started to get wet&paint started to wear off	Work in progress	06-11-2020
8.	13167	D 184	19-09-2020	Pipe line of elevation not covered with tiles	Work in progress	08-11-2020



APPROVED BY

27 OCT 2020

A. SURESH
PROJECT MANAGER