

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	06
Name of the project	VOC
Signature of the project manager	A Suresh
Date:	28-12-2020

Sl. No	Compla int ID	Unit no	Complaint date	Brief description of complaint	Explanation for pending works	Timeline for completing the works
1.	13269	A 97	02-12-2020	Work completed	ATR uploaded	-
2.	13295	A 15	15-12-2020	1. Water is getting stagnate & not flowing frequently 2. This makes parking tiles slippery, damage tiles.	Parking tiles is shortage tiles will be reached from Saturday dated 02-01-2021	04-01-2021
3.	13296	A 34	14-12-2020	Work completed	ATR uploaded	-
4.	13297	B 55	10-12-2020	There is water leakage from roof & seepage through walls	Home-Line infra masons out of station masons will be available at 01/01/2021	04-01-2021
5.	13298	B 228	08-12-2020	Work completed	ATR uploaded	-
6.	13299	C 212	04-12-2020	Work completed	ATR uploaded	-


