

aruna@modiproperties.com

From: "Soham Modi" <sohammodi@modiproperties.com>
Date: 19-08-2017 5:24 PM
To: "Aruna" <aruna@modiproperties.com>
Subject: Fw: [External] Fw: Break Down of Passenger Lift 1 no. of B-Block at BNC Estates.

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Sent from my BlackBerry — the most secure mobile device

From: bnc@modiproperties.com
Sent: 19 August 2017 5:16 pm
To: srinivas.panuganti@otis.com
Reply to: bnc@modiproperties.com
Cc: suresh.shinde@otis.com; sohammodi@modiproperties.com; haribabu@modiproperties.com; bnc@modiproperties.com; subbareddy@modiproperties.com; cvenkatesh@otis.com; bhaskar.krishnamurthy@otis.com
Subject: Fw: [External] Fw: Break Down of Passenger Lift 1 no. of B-Block at BNC Estates.

Dear Srinivas Sir,

This is regarding Sensor Re-installation in B-Block of BNC Estates. It has been long while that we have complained regarding above sensor issue. Till today the issue remains unsolved.

Today there was a lift break down issue, for which we complained to your maintenance team. One of our customers was stuck inside the B-Block lift. Fortunately our security who is trained to tackle such issues could open the lift and rescue the passenger.

Your maintenance manager Mr. Venkatesh, after inspection by your technician is commenting that we are making false complaints and was very rude towards me and our admin manager. Please ask him to change his approach towards customers.

We want your maintenance team to attend the monthly servicing of lifts at our site regularly and periodically, which is not the case now. Till date your technician has not attended the regular maintenance for this month. He is attending the maintenance on his convenient dates.

Your maintenance team is giving false commitments to our site people from past 15 days, today they are supposed to close sensor issue, but your technician left the site without any proper intimation.

Please look in to the issue.

Regards,
 K.Kiran Kumar,
 Ass.Project Manager,
 BNC Estates.

On Thursday, 29 June 2017 1:29 PM, "Shinde, Suresh S" <Suresh.Shinde@otis.com> wrote:

21-08-2017

Dear sir,

Further to your trailing mail, we have reinstalled the door sensor as per your requirement.

This is for your kind information,

Thanking you, assure our best services

With regards

Suresh shinde

From: BnC estates [mailto:bnc@modiproperties.com]
Sent: Thursday, June 22, 2017 12:27 PM
To: Shinde, Suresh S; Panuganti, Srinivas; Goddu, Viswa
Subject: [External] Fw: Break Down of Passenger Lift 1 no. of B-Block at BNC Estates.

Dear Suresh,

Trasiling mail is for your information,

Regards,
S.V.Subba Reddy,
BNC Estates.

On Thursday, 22 June 2017 10:20 AM, BnC estates <bnc@modiproperties.com> wrote:

Dear Suresh,

Trasiling mail is for your information,

Regards,
S.V.Subba Reddy,
BNC Estates.

On Wednesday, 21 June 2017 4:50 PM, BnC estates <bnc@modiproperties.com> wrote:

Dear Suresh,

This is Regarding Sensors replaced in B-Block passenger Lifts.

In our last mobile conversation you have assured us to discuss the issue of improper installation of lift door sensors with your installation team and assured to put the sensors in right position.

Further to this, the above issue is still not sorted out. None of your installation personal has approached us to sort out the above issue.

We are well aware that the new sensors of B-Block are installed once again in the same location as they were wrongly installed by your installation team initially.

There is ample chance for them to get damaged as they are well exposed out.

attached to the mail are the latest images of Sensors, replaced in B-Block.

Please send your personal to reinstall the new sensors of B-Block in proper place at the earliest.

Any further damage to the sensors will has to be bared by O.T.I.S.

This we have also communicated in the Job card when the sensors were last replaced in wrong location. Also attached is the scan copy of the above mentioned Work done

21-08-2017

certificate(JOB CARD).

Hence please send your personal at the earliest to reinstall the new sensors in proper location as in A-Block lifts.

Regards,
S.V.Subba Reddy,
BNC Estates.

On Friday, 9 June 2017 12:01 PM, BnC estates <bnc@modiproperties.com> wrote:

Dear Hari Babu,

B-Block O.T.I.S Lift is not working since last one month.
Intimation given, as trailing mail suggests. The issue is still pending and needs to be attended.

As informed on telecommunication the sensor of B-Block is not installed properly. Attache photo of the sensor door clearly shows us that the sensor of B-Block Lifts is installed on the outer surface, because of which there is ample chance for the sensor getting damaged by objects shifted in the lift.

A-Block Lift Sensors are concealed inside away from any external object damaging it. Request you put forward the above clarification to OTIS officials and ask for compensation for the improper instillation of the B-Block Lift Sensor.

Attached photos of A,B Blocks OTIS Lifts are for your information.

Regards,
S.V.Subba Reddy,
BNC Estates.

On Monday, 29 May 2017 1:12 PM, "haribabu@modiproperties.com" <haribabu@modiproperties.com> wrote:

Dear kiran,

Please look in the matter and close the issue ASAP

Regards,

G. Hari Babu

Asst. Manager Purchase | +91 95022 77533 | haribabu@modiproperties.com
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From: BnC estates

Sent: 29 May, 2017 11:36 AM

To: Prabhakar P. ; Haribabu Asst Manager-purchase
Cc: Purchase ; Subbareddy BNC
Subject: Reg:Break Down of Passenger Lift 1 no. of B-Block at BNC Estates.

Dear Prabhakar,

This is regarding the passenger Lift of B-Block at BNC Estates.
1 no Lifts of B-Block has Broken Down. On registering complaint with O.T.I.S , Mr.Suresh
area Supervisor
has informed us that the sensor in the Lift door has got damaged and needs to be replased.
we have asked for warrenty servise for the door sensor, but it seems for brakage they wil
not give warrenty.
Door Sensor, as informed by Suresh is very costly (about Rs 60,000/-).

Please talk to higher officials of O.T.I.S to avail warranty servicing of B-Block Lift.

Regards,
S.V.Subba Reddy,
BNC Estates.

21-08-2017