

DATE: 25/10/16

**Subject: Invitation for fast track resolution of Customers' Grievances on November 5<sup>th</sup>, 2016 at the site office "NBCC Imperia" at Chandra Shekarpur Bhubaneswar Odisha as part of Vigilance awareness week from 31<sup>st</sup> Oct to 5<sup>th</sup> Nov 2016.**

NBCC (India) Ltd. Is pleased to inform that for the convenience of its esteemed customers, it has developed a mechanism to resolve the grievances, if any, of our customers, on priority basis in a systematic way. Customers Grievance Management System has been developed to provide focussed services to our customers.

For this purpose, it has been decided that a meeting between desirous customers of "NBCC Imperia" at Chandra Shekarpur Bhubneswar Odisha and NBCC Management will be organized on "first Saturday of November i.e. November 5<sup>th</sup>, 2016" from 10.30 AM to 3.30 PM to discuss any issue/grievance with regard to built-up space allotted to them that needs to be resolved. Since NBCC is observing awareness week from 31<sup>st</sup> Oct 2016 to 5<sup>th</sup> Nov 2016.

We extend an invitation to all our customers of "NBCC Imperia" Chandra Shekarpur Bhubneswar Odisha to attend a "Stage One Meeting" on November 5<sup>th</sup>, 2016 at the site office "NBCC Imperia" at Chandra Shekarpur Bhubneswar Odisha. The session will be chaired by Sr. Officials of NBCC. The concerned officials from Real Estate Division will be present for the meeting.

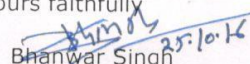
The purpose of the meeting is to understand the nature of the grievance. You will be given full opportunity to state your grievance in detail. It will be desirable if you could let us know in advance any documents that you wish to be considered during the meeting. However, this would not prevent you from bringing any further documentation to the meeting.

The grievances received will be categorized primarily in five segments i.e. Suggestions, Policy Matters, Construction Related Issues, Payment Related Issues and General/Routine Matters. The categorization of the grievance shall be analysed by the Head of Department for acting upon and a reply accordingly shall be sent to the applicant.

The grievance which would be categorized as "Policy Matters" and need multiple approvals, the Department which needs to take first action shall resolve its part and then forward to the next Department for further action. All the grievances will be resolved in a time bound manner, as soon as it is practically possible. The decision of the Competent Authority will be conveyed to the applicant in due course.

Any allottee who has any grievance against the Corporation or wants any information / clarification etc. may approach the Customers Grievance Redressal Officers (CGRO) Shri Yogesh Kumar Ravi AM (Mktg) Telephone no. 08527509652 to register his grievance if any.

Thanking you,

Yours faithfully  
  
Bhanwar Singh  
General Manager (CRM)