



NBCC (INDIA) LTD
(A Govt. of India Enterprise)
(REAL ESTATE MARKETING DIVISION)

Date 13.11.2017

Notice

NBCC has organized the customers meet for our customers of NBCC Green View, Gurgaon sec-37D on 11.11.2017. NBCC conveyed the customers that:-

- NBCC Management is committed towards the customer satisfaction.
- NBCC has a clear policy to provide the safe structure of the building by following all the required parameters.
- NBCC complies with all the required statutory approvals/obligations
- NBCC team is available at site to make your stay comfortable with 24x7 water and Electricity.
- NBCC has provided the additional facilities to the occupants of NBCC Green, sec-37D which were not in the scope such as **EPABX system, CCTV system in common areas.**

During the meeting, few of our customers raised some issues up to the NBCC officials and reply of which are as follows:-

1. NBCC has shown the water fountain in the brochure but not provided at project site.
Reply from NBCC: It is already mentioned in the brochure that **'Visual representation shown in the brochure are purely conceptual and has no legal sanctity.** However NBCC will provide the fountain at the best possible suitable location.
2. Seepage problems in toilets.
Reply from NBCC: The problem is already attended and all the seepage in toilets have been rectified. However if any further rectification is required in few cases, NBCC team is available at site to attend the problems.
3. Noise barrier should be provided on the boundary wall of the project due to movement of trains.
Reply from NBCC: NBCC has shown the location of railway line in its brochure and followed all the statutory requirements as applicable in the project. Installing of noise barrier is not in the scope, however some trees can be proposed along the boundary wall on the railway line side.
4. The height of the boundary wall should be increased.
Reply from NBCC: The height of the boundary wall is constructed as per the local bye laws, However NBCC may examine provision of concertina/barbed wire at a later stage.
5. Parking slot should be marked and defined at site.

Reply from NBCC: The Marking for parking slots has been completed, and it will be allotted to the buyers by 30.11.2017.

6. In the brochure of NBCC, approach road is shown but at present approach road is not constructed.

Reply from NBCC: The Construction of approach road is in the scope of local developing authority i.e. HUDA. However NBCC on its own cost has constructed the 7m wide road in front of the complex and connected to Basai Road. Moreover NBCC has taken up the matter with the HUDA for construction of approach road and even deposited Rs 42.00 crore as EDC, IDC towards development charges to HUDA for such development. The matter is still pending with HUDA.

7. Permanent water & electricity connections.

Reply from NBCC: NBCC has obtained the occupancy certificate and already applied for the permanent water and electricity connections to the concerned authorities. However NBCC is providing 24x7 water and electricity to the customers and is assuring to continue the same.

8. Request for waiving off/reimburse the GST.

Reply from NBCC: NBCC will examine the case. The final decision in this regard will be conveyed by 15.12.2017. However the customer are requested to deposit same as per the demand letter. In case there is any decision to pass on the difference the same may be reimbursed.

9. Provide the draft copy of maintenance agreement.

Reply from NBCC: The copy of Maintenance agreement will be provided shortly.

10. Customers complained that NBCC is charging the PLC on wrong flats.

Reply from NBCC: The PLC has been charged as per the Terms and conditions of the project. However NBCC will examine the case.

At the end, NBCC once again thanks our customers for taking part in customers meet and showing faith in NBCC.