

MINUTES OF MEETING
INTERACTION OF BRIG DN BHATT, DY MD(TECH)
WITH ALLOTTEES HELD AT OMR CHENNAI PROJECT ON 08 DEC 2020

1. Brig DN Bhatt, Dy MD (Tech) visited AWHO Chennai project on 07 & 08 Dec 2020. After the site visit and discussion with site executives, he held interaction with Brig Pakianathan (Retd), President, DVAOA along with Association members and group of allottees on 08 Dec 2020 at Community Centre, Dinesh Vihar, OMR Chennai. Total 50 allottees attended the interaction.
2. The details of points discussed and decision taken are as under:-

S No	Point/Decision	Action	Info
(a)	<p>Maintenance. President DVAOA requested that maint of the project should be done by the AWHO from the project fund up to 31 Mar 2021 and if the project is not completed by this time, it should be extended till completion.</p> <p>Dy MD (Tech) agreed for the same after obtaining approval from the MD.</p>	PD	DVAOA Dir (Plg) Dir(F&A)
(b)	<p>Property Tax. DVAOA requested that payment of property tax should be paid by AWHO till 31 Mar 2021. Capt Venkat, owner of A 312, raised the point that the assessment is high and that AWHO should appeal against the assessed value and based on this, the property tax will invariably be lowered (this is the local practice).</p> <p>Dy MD (Tech) info that payment of property tax will be given by AWHO till 31 Mar 2021. Dy MD (Tech) further said that issue of high assessment will be perused with the help of WA (DVAOA) and directed PD to take help from RWA as well as Capt Venkat being a lawyer, to do the needful. He appreciated the in house legal expertise available. However, this should not be assumed by allottees and guaranteed that property tax shall be reduced for some.</p>	PD TVH	DVAOA Dir (Plg) Dir(Land)
(c)	<p>Facility Manager. Appt of Facility Manager .</p> <p>Dy MD (Tech) info that to improve the quality of living and to ease the work load on Project Director, Sgt Rakunathan has been appointed as Facility Manager. He is a resident allottee, so this would facilitate better attendance of complaints of allottees & running of housekeeping services in a better manner.</p>	PD	DVAOA Dir (Plg) Dir (F&A) DD (FA) TVH
(d)	<p>Completion of Tower 'C'. Cfn Sreenivasa Rao, (C 182) stated that he has invested a huge amount of money in the project and it would be nice if a firm date for completion of 'C' Tower could be given.</p> <p>Dy MD (Tech) stated that he understands the hardships faced by the allottees and that 'C' Tower would be completed by 15 Feb 2021.</p>	PD TVH PMC	DVAOA Dir(Cont) Dir (Plg)
(e)	<p>Unsold Flats. The issue of 44 unsold flats was discussed. Dy MD (Tech) requested that allottees may encourage friends or colleagues in the Defence Forces or Para Military organization to apply. This will be open upto 31 Dec and subsequently may be offered to civilians too as project is deficient in funds due to these unsold DUs.</p>	PD	DVAOA Dir(Mktg)

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	<p>Cfn Sreenivasa Rao, allottee of C 182, said he had asked for a second apartment earlier and it was turned down, and if it is offered at the same old rate, he would buy one more.</p> <p>Dy MD (Tech) said he will carry this point with him and get back with details. (It is clarified that as of now AWHO cannot reduce rates as per policy unless the flats remain unsold after opening to all categories incl civilians)</p> <p>Mrs Hemalatha, owner of 'A' 101, requested if one unsold flat could be gifted to DVAOA, for use during natural calamities to house HK, Security and Lift staff.</p> <p>Dy MD (Tech) replied that areas existed in each tower for use during natural calamities or use as desired by the DVAOA.</p>		
(f)	<p>Play Area and Sports Facilities. When and how will the play area and sports facilities be arranged as per the technical brochure? What about the OSR area If the local panchayat does not do any development, then what is the plan of action and the time line to complete.</p> <p>Dy MD (Tech) assured that play area will be completed by 31st January 2021 as per the plans. Also utilization of OSR area by allottees will be subject to local rules. M/s TVH was asked to see the feasibility of getting this land on lease from Panchayat. However, this cannot be guaranteed at this moment.</p>	PD TVH PMC	DVAOA Dir (Plg) Dir (Cont)
(g)	<p>Synchronisation of Lifts. Synchronisation of the multiple lifts per Tower needs to be undertaken to save power and maximise utility of the lifts among the 31 floors. Paying additional amount for synchronisation from project fund should not be permitted. When 5 lifts are installed in C,D&E towers, how can be PD be silent as an excuse by KONE for non synchronisation? TVH has to pay and synchronise if KONE does not agree. Project fund is wasted for electricity in D,E& F towers for past one year.</p> <p>Dy MD (Tech) info that Synchronisation of the passenger lifts of every tower will be carried out (except the service lifts) by 28 Feb 2021. PD to fwd proposal along with cost effect duly vetted by Arch/PMC by 31 Dec 20 to HQ AWHO.</p>	PD TVH PMC	DVAOA Dir (Cont) Dir (Plg)
(h)	<p>Rainwater Accumulation. In many of the floors of the Towers, rain water is seen to be accumulating in the common areas and flowing into the lift duct. First - it's a safety hazard with slippery floors with many elderly residents residing. Second - lifts are the lifeline of 31 storey towers. By water seeps/flow onto the lifts, lift operation have stopped in many times and also damaged passenger lift 2 in E tower. Water collecting and flooding of the lift duct is a design flaw and needs priority correction within the project tenure before handing over of the Towers.</p> <p>Dy MD (Tech) said that PD, contractor and PMC have already been instructed to propose appropriate designs to prevent rain water entering lobby while air circulation is maintained and requirements of fire safety</p>	PD TVH PMC	DVAOA Dir (Cont) Dir (Plg)

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	<p>is also not violated for openings in lobby as well as at staircase. PD in consultation with PMC and contractor will submit a suitable design meeting above requirements with cost effect by 15 Jan 2021. Contractor will erect one sample under supervision of PMC and show to DVAOA before forwarding proposal by PD to HQ AWHO. Polished Granite stone without vertical cut will be fixed in front of all lift doors to prevent entry of water in lifts wells from the lobby.</p>		
(j)	<p><u>Making Lifts, DG sets and Transformers flood and rain water proof:</u> The location of DG is in a lake/swamp area. Being amongst the lowest point of the area, flooding during heavy rains is a reality. Cyclonic rain is a feature every year in Chennai and the frequency of heavy rains with flooding has increased. While lifts are the lifeline, come what may, power supply through DG sets and transformers is a necessity, AT ALL TIMES. Both, the DG sets and the transformers need to be elevated much above from the ground level. DLF learnt it the hard way after 2015 floods and invested doubly in repair of the equipment and re-work. AWHO MUST ADDRESS this issue on priority and mount at elevated levels at much reduced costs if done now.</p> <p>Dy MD (Tech) said this was not necessary since the DGs and transformers were placed at sufficiently high platforms above the flood levels of 2012, 2015 & 2020 cyclones after due care. These were not touched by water even at their bases in recent Cyclone "Nivar".</p>	<p>PD TVH PMC</p>	<p>DVAOA Dir (Plg) Dir(Cont)</p>
(k)	<p><u>Parking areas.</u> AWHO needs to show clearly the parking spaces as per the approved plan, including the numbers and its location on ground including visitors' parking. There are total 820 covered car parks in stilt 1& 2 as per approved plan. But AWHO marked and sold 107 twin car parks in stilt1&2. Thus common area was converted to OCPs to meet the mandated shortfall of 139 covered car parks in common area as Open car park. It is a major violation of the approved plan. Many of the OCPFs and Stilt 1 car parks have maintenance manhole covers. Parking of vehicles by owners over this would cause maintenance problems. Alternate parking must be provided in such cases where critical maintenance openings exist.</p> <p>Dy MD (Tech) clarified that OCPFs and other parking area have been constructed as per plan. Twin car parks are created due to column alignments as per structural requirements. These cannot be allotted as single car park to avoid disparity. Addl car parks are sold to give better user satisfaction on demand from allottees and as per AWHO policy followed in all projects.</p> <p>Dy MD (Tech) agreed that he will study the entire lot of parking spaces with manholes and try to find a solution as far as possible. PD will send the details of such parking with their numbers to HQ AWHO before 31 Dec 20.</p>	<p>PD Dir(Plg) TVH PMC</p>	<p>DVAOA Dir(Cont)</p>

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(l)	<p>Poor quality of OCPs. The fibre sheets have been flying off in normal gusts. With Chennai prone to cyclonic weathers every year, OCPFs need to be strengthened for the cost charged by AWHO at Rs. 2.2 lakhs per slot. The Association cannot end up doing maintenance of roofs flying off every year.</p> <p>Dy MD (Tech) said that is is not true that these fly in normal gusts. Heinfo that only a few out of 200 plus were affected in such a severe cyclone. They didn't fly away. The roofs have been constructed with strong ductile material keeping in view the safety and aesthetics. It will be further secured with additional tie bars to withstand high winds of Cyclones. This will ensure that roofs don't get damaged during high winds.</p>	PD TVH PMC	DVAOA Dir(Cont) Dir (Plg)
(m)	<p>FF System. Completion of Fire fighting system in completed towers A, D, E & F pending. System was tested on the insistence of DVAOA and found major components are defective,gaskets perished, water pumps rusted. Repairs are carrying on for last 2 months. D,E& F tower FF systems be fully made functional within 30days. All hand held fire extinguishers of D, E & F have expired its life. No refilling/testing has been done since due date in April 20.</p> <p>Dy MD (Tech) said thatsituation is not as bad as stated however, assured that firefighting system will be made fully functional by 31 Dec 2020 by the PD through M/s TVH.</p>	PD TVH	DVAOA Dir (Plg) Dir(Cont)
(n)	<p>DG Sets.So far only three DG sets are installed against seven. All are installed at ground level. Flood similar to 2015/ 2016 can inundate and DG sets will be damaged. All DGs to be installed at least 6 feet elevated platforms. None of the DGs have retro fittings and over head covers as mandated by Pollution Control Board.</p> <p>Dy MD (Tech) intimated that DG sets are not at ground level and height of platform has already been explained earlier & not required to be raised. Also DG sets will be installed as and when towers are ready. DG sets for A, D,E & F have been installed already. For towers B, DG set will arrive in a wee. Tower C DG set shall be installed when tower C is completed.</p>	PD TVH	DVAOA Dir (Plg) Dir(Cont)
(o)	<p>Water Meters. Fixation of separate water meters per flat (or) per tower to monitor water expenditure.</p> <p>Dy MD (Tech) said that fixing water meters at this stg for each flats is not feasible. However, feasibility to fix water meter for each tower shall be explored with addl cost to be loaded to project.</p>	PD TVH	DVAOA Dir (Plg) Dir(Cont)
(p)	<p>STP Commissioning. Completion of STPs and commissioning after due clearance from civil authority. Has this been obtained?</p> <p>Dy MD (Tech) intimated that since occupancy level is less than 50%, running two STPs will be uneconomical& burden on project. So at</p>	PD TVH PMC	DVAOA Dir (Plg)

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	present all six towers shall be serviced from STP1 till occupancy level crosses 50%. After that both STPs will be functioning.		
(q)	<p><u>Elect Bills.</u> Monitoring EB bills for use by TVH for their project works.</p> <p>Dy MD (Tech) intimated that Tower A, B & C electricity consumption is being paid by TVH. Tower 'A' though handed over to allottees, the electricity is paid by TVH.</p>	TVH PD	DVAOA
(r)	<p><u>Fly Proofing of DUs.</u> Mosquito/fly proofing for all DU centrally to be undertaken by PD/ TVH as per tech brochure. Without information of allottees, AWHO & TVH took the decision not to provide. Mosquito menace even at 26 th floor and beyond.</p> <p>Dy MD (Tech) intimated that the decision to do away with mosquito proofing was taken in 2017-2018 keeping in view the std practice followed by other high rise societies nearby, and to avoid damages due to high winds. However, cost of mosquito proofing has been recovered from the contractor & provision has been given in the frame to fix fly proof leaves if allottee wishes on his own. Fly proofing is not being provided in other neighbouring societies too.</p>	Dir (Plg) Dir(Cont)	DVAOA
(s)	<p><u>Prog of Works.</u> Review of pending works in Towers A,D,E & F incl second coating of external paint and internal painting of all towers, adjacent of shaft area, visitor's room, EB panel room, common areas ie lobby and emergency exit stair case.</p> <p>Dy MD (Tech) directed PD & TVH to take up pending work in occupied towers on priority by dedicating a separate team for such jobs.</p>	PD TVH Dir(Cont)	DVAOA
(t)	<p><u>Letter Boxes/ Nameplates.</u> Fixing of letter box and Name plates of Owners by TVH in towers A, D, E & F.</p> <p>Dy MD (Tech) requested DVAOA to come up with a design for letter boxes and name boards, including costing and submit to AWHO.</p>	DVAOA PD TVH Dir (Plg)	
(u)	<p><u>Common Amenities Prog.</u> When is likely completion of Swimming pool, podium, club house, equipping and commencement of its functions.</p> <p>Dy MD (Tech) directed PD & TVH that Clubhouse will be completed by 28th Feb 2021. Swimming pool, podium will be completed by 31st Jan 2021.</p>	TVH PD	DVAOA Dir (Plg) Dir(Cont)
(v)	<p><u>Internal Communication Systems.</u> PD had confirmed to install EPABX, CCTV & PA systems for the completed towers D, E & F by 15 Dec 20. Time line to be strictly followed.</p> <p>Dy MD (Tech) assured that it will be completed by 15th Feb 2021.</p>	PD TVH	DVAOA Dir(Cont)
(w)	<p><u>Contact details.</u> Many of the 810 Mail IDs & contact Nos shared by AWHO is incorrect. AWHO must provide all updated mail IDs & contact Nos and flat Nos of all DUs so far sold.</p>	PD	DVAOA Dir(Mktg)

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	Dy MD (Tech) said that updated correct list to of allottees with email etc will be given to DVAOA.		
(y)	<p>Property Tax. Property tax assessment was done way back in Oct 2017 without even completing 65% of the project. The assessment has no sanctity. Revised assessment will have to be done after completion of the whole project to avoid penalty by DVAOA.</p> <p>Capt Venkat said that assessment should be protested after paying first installment of tax, as per prevailing practices of locals over here. Then usually tax is reduced. Another point to consider is difference in rental values for different towers.</p> <p>Dy MD (Tech) info that the tax assessment was done correctly in 2017 and should not be insisted upon as it may be counterproductive for allottees. Capt Venkat may like to assist to advise PD how the protest can be filed at this stg and for suitable draft for the same.</p>	PD TVH Dir (Land) DVAOA	
(z)	<p>Land Tax. Land tax to be paid till completion of the project and copy of receipts be handed over to DVAOA.</p> <p>Dy MD (Tech) AWHO has paid property tax from 2017 to 2020. Once property tax assessment is done and property tax paid, the land tax is not required to be paid.</p>	PD TVH Dir (Land)	DVAOA
(aa)	<p>Addl Area. Consequent to change of initial approved plan from basement + stilt to Stilt1 & Stilt2, the following additional area have been created and is available for utilisation by DVAOA :</p> <p>(i) Tower C, D & E- 141 sqmtrs each. (ii) B & F- 47 sqmtrs each. (iii) A- 81 sqmtrs. Total 269 sqmtrs.</p> <p>This has to be gainfully prepared and handed over along with completion of each tower. Till date it has not been done in A, D, E & F towers.</p> <p>Dy MD (Tech) said that these shall be handed over to DVAOA as common area.</p>	PD TVH Dir (Plg)	DVAOA
(ab)	<p>TNEB Gift deed. Execution of Gift deed with TNEB. Draft sale deed has mentioned gifting 10 cents of land by DV to TNEB for the transformer yard. It has not been executed and the sale deed draft is silent. This has to be completed at an early date and details of gift deed be mentioned in sale deed.</p> <p>Dy MD (Tech) intimated that the procedure is complete, but will be registered after Sale Deed registration recommences.</p>	PD TVH Dir (Land)	DVAOA
(ac)	<p>TDS. TDS on purchase of DUs costing Rs 50 lakhs and more (applicable to 336 A, B & F DU owners). Till date the Dy MD has not replied even after 12 months. Refer MOM of 07 Dec 2019. Allottees of Dinesh Vihar say since its individual responsibility to pay TDS, a cert stating that allottees are exempted from TDS will be more apt from the IT Department.</p>	Dir (F&A)	DVAOA

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	<p>Dy MD (Tech) replied that till now allottees in other project of AWHO have not faced this problem as AWHO is exempted from the TDS under section 10 (23AA) of IT Act as has been informed to him by Finance dte of AWHO.</p> <p>Dy MD (Tech) advised allottees to ride on the fact that so far TDS issue has not been raised with AWHO allottees since it is No Profit No Loss society.</p>		
(ad)	<p>IT Rebate on Interest on Home Loan. Income Tax Rebate on Pre Construction Interest on home loan. On 07 Dec 2019, Dy MD was requested to approach the IT authorities for an extension of pre construction interest rebate beyond 5 years due to the inordinate delay of DV project. Till date no reply. Expect a status update.</p> <p>Dy MD (Tech) said he has raised the issue of pre-EMI interest waiver being lost to allottees due to delay in construction and discussed with Finance Deptt and AWHO is not in a position to provide any relief in this matter.</p>	Dir (F&A)	DVAOA PD
(ae)	<p>Return of Excess Project Money. Dy MD promised to examine the case at AWHO HQ and revert with suitable means of alleviation of the financial burden of the allottees/ owners.</p> <p>Dy MD (Tech) intimated that this will be done after completion of project and closing of Project accounts by AWHO as std practice followed for all the projects.</p>	PD Dir (F&A)	Dir (Plg) Dir(Cont)
(af)	<p>Management of DV Facility Maintenance. As per the last communication from PD, expenses towards the facility management is paid from project fund till Dec 2020. DVAOA categorically request that Facility management fund should only be utilised from the 18 months (collected in advance already) only after completing the project.</p> <p>Dy MD (Tech) intimated that it has been extended till 31st March 2021 and will be extended further till project completion if required.</p>	PD Dir (Plg) Dir(F&A)	DVAOA
(ag)	<p>DV Garden. Though the plants and shrubs were planted almost 4 years back, the growth has been affected due to insects and want of manure. PD was requested for provision by DVAOA. But so far no progress.</p> <p>The handed over garden area has also been outsourced for maintenance. Mrs. Hema wanted to plant trees with other residents.</p> <p>Dy MD (Tech) appreciated the same and asked PD to coordinate. Also, he instructed M/s TVH and PD to ensured proper care of arboriculture work and plants.</p>	PD TVH	DVAOA
(ah)	<p>Damage to Carpet Grass. Costly carpet grass is damaged by workers, tenants and owners by taking short cut through it. PD has been requested for adequate signage/ caution board/ preventive action.</p>	DVAOA TVH PD	

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	<p>Dy MD (Tech) agreed and also asked allottees and tenants to be careful. He instructed M/s TVH team to put up signages to prevent crisscrossing by allottees.</p>		
(aj)	<p>Completion & Occupancy Certificate. PD has informed that matter has been taken up with concerned authorities...but so far no progress.</p> <p>Dy MD (Tech) intimated that the project being in the Panchayat limits it does not require CC or OC, and tax assessment of property is in itself a completion certificate. However he asked PD to check status from neighbouring societies. Also if DVAOA still insists on OC/CC then same shall be tried from DTCP however, it will cost same fees which will be borne by the project.</p>	PD TVH	DVAOA
(ak)	<p>Penalty. Whether penalty is being imposed on the Developer for the inordinate delay. Till date no clarity has been received from AWHO on this subject.</p> <p>Dy MD (Tech) stated that the penalty clause is part of the contract and is being followed. However, penalty shall be finally decided at the final bill stage. AWHO has sufficient Bank Guarantees to take care of the same.</p>	PD Dir(Cont)	DVAOA
(al)	<p>GST issues. Finance team has not replied to the query raised on 07 Dec, till date. Allottees voiced that its better to charge GST if GST paid by AWHO so that allottee can claim tax rebate on same</p> <p>Dy MD (Tech) intimated that since no money is being charged under commodities classified as GST paid from allottees, no GST has been charged to allottees. AWHO has independent GST number for each state.Refer website for latest update on GST.A web update shall be prepared by Finance Section on GST issue & put up on website for info of all allottees.</p>	Dir (F&A)	DVAOA
(am)	<p>Storm water harvesting tanks. As on date only an open well is available for storm water harvesting. No additional tanks have been made as per the contract. During heavy rains, the entire DV area gets flooded.</p> <p>Dy MD (Tech) intimated that there are 21 recharging pits all around the society and roof up rain water is connected to them for ground water recharge. Rain Water harvesting drains are completed and it shall be shown to the DVAOA team by PD before 15 Dec 20.</p>	PD TVH DVAOA	
(an)	<p>Roofing delay of Club House, STP1 & 2, ATM and main gate. Except main gate rest of the roofing has been completed after DVAOA took up the case. Noticedthat, lack of proper slope in the western side of the Club House roof resulting in water stagnation. Correction isurgently required. main gate was constructed way back 2013. Till date the roofing is pending. The iron rods will get rusty and will affect the roof.</p> <p>Dy MD (Tech) intimated that it will be completed and handed over by 31st Jan 2021.</p>	PD TVH	DVAOA

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(ao)	<p><u>Installation of boom barriers at main gate and speed breakers.</u> Some of the tenants are found over speeding and need to be controlled for which speed breakers are strongly proposed.</p> <p>Dy MD (Tech) requested DVAOA to suggest a firm and get costing. Same shall be approved as addl work by AWHO & will be extended by PD.</p>	-	DVAOA
(ap)	<p><u>Support Staff.</u> PD is handicapped due to non availability of qualified support staff. Employing a Facility Manager from Project fund has eased certain amount of pressure. However, lack of qualified supervisory staff is affecting over all quality check of materials and defect rectification of the flats under defect liability period.</p> <p>Dy MD (Tech) intimated that SgtRakhunathan has been appointed and with the release of two JEs who were involved in facility management, they are sufficient.</p>	PD	DVAOA
(aq)	<p><u>Poor Living Conditions of Workers in Labour Camp.</u> The present labour camp was made way back in 2012. The present condition is worse than cattle sheds and devoid of basic amenities. TVH has failed to pay adequate attention including proper toilets and water arrangements. Due to heavy rain and cyclonic situation on 24 to 26 Nov, PD has to make arrangements to DV (B& C tower common area). AWHO being the principal employer, TVH has to be instructed to make basic essential facilities. Such casual and careless attitude will have to be resolved by the Labour Officer if TVH fails to address the issue in the right earnest.</p> <p>Dy MD (Tech) directed M/s TVH to look into the matter and ensure proper living condition for labours. Arch/PMC to ensure that proper hygiene condition are maintained in labour camp by M/s TVH.</p>	TVH	Dir (Cont)
(ar)	<p><u>Defect rectification.</u> Many personnel, having taken over of the DUs have noted defects requiring correction before they can start occupation. Though the defects are noted, the pace of their rectification is not encouraging from the numerous mails received from the owners. Would AWHO/PD have a list of the houses taken over and how many of these have pending/outstanding defects. Can AWHO publish a monthly status report so that the owners, many who are posted out station would be assured of their hard earned properties.</p> <p>Dy MD (Tech) info that dedicated team for defect rectification will be made available and all defects raised rectified on priority. A proper register is being maintained for defect rectification and kept updated. Monthly implication of the register by rep detailed by DVAOA shall be sufficient.</p>	PD TVH	DVAOA
(as)	<p><u>Solid Waste Disposal.</u> Responsible garbage disposal. Builder is responsible for setting up systems for the same. It is high time we started this process so that a system can be setup after experimenting on ground. Residents are willing to help but this is being pushed aside as not so important.</p>	DVAOA	PD

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	Dy MD (Tech) welcomed the initiative by DVAOA and asked the team to go ahead. Col Krishnamoorthy is leading the team and Dy MD (Tech) thanked him.		

4. The mtg with allottees concluded the words of thanks by Brig Pakianathan on behalf of allottees to Dy MD (Tech) for interacting with them. Dy MD (Tech) thanked the allottees present for conveying their points of view in a very conducive environment and promised that all out efforts will be made to address all genuine issues of allottees earliest and complete the project as per revised scheduled without slippages of deadlines.

23 DEC 2020

K Prakash

(K Prakash)
Col
Dir (Planning)
For Managing Director