



**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 Heights, Gurgaon sec-89 on 11.11.2017. NBCC conveyed to the esteem 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.

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

1. Slope of the road at Non-tower area is not properly maintained, as water is stagnating at several places.  
Reply from NBCC: The matter is noted and it will be rectified.
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. The Customers insisting to increase the height of the boundary wall.  
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.
4. The Customers requested that overhead HT line passing from the society should be shifted to underground.  
Reply from NBCC: The drawings of the project were sanctioned as per the overhead HT line. The overhead HT line cannot be shifted by NBCC.
5. Parking slot should be allotted, marked and defined at site.  
Reply from NBCC: The Marking of parking slots are in process, and parking will be allotted to the buyers by 30.11.2017.
6. Wire mesh/mosquitos net to be provided in windows/doors.  
Reply from NBCC: NBCC has provided the glazing as per the scope, terms and conditions of the project. The wire mesh cannot be provided at this stage.

7. The Customers requested to fence the pillars of the HT line.  
Reply from NBCC: The matter is noted and it will be done.
8. The areas of the balconies are not as per the brochure in few towers.  
Reply from NBCC: As per the T&C of the project, (+) (-) 5% tolerance in area of flat is permissible. However NBCC will examine the case and try to pass on the financial benefits to our customers.
9. The Customers complained about the maintenance of the society, to maintain the cleanliness, garbage collection etc.  
Reply from NBCC: The Maintenance for the project is awarded, The maintenance team will be deputed at site from Monday (13.11.2017) onwards.
10. Request to waive 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.
11. Request to provide the draft copy of maintenance agreement  
Reply from NBCC: The copy of Maintenance agreement will be provided shortly.
12. 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.**