



**National Buildings Construction Corporation Limited**  
(A Govt. of India Enterprise)  
Real Estate Division (Post Sale),  
Pragati Vihar, New Delhi

**NOTICE**

**No.NBCC/GM/PS/RE/2016/**

**Dated: - 15.06.2016**

**Subject : Invitation for fast track resolution of Customers' Grievances**

Dear Customer

Subject : Invitation for fast track resolution of Customers' Grievances

National Buildings Construction Corporation (India) Limited is pleased to inform that for the convenience of its esteemed customers, NBCC India 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 focused services to our customers.

For this purpose, it has been decided that a meeting between desirous customers and NBCC Management will be organized on "Third Saturday of June i.e. June 18<sup>th</sup>, 2016 " from 10.30 AM to 03.30 PM to discuss any grievance that our customers want to be resolved.

We extend an invitation to all our customers of NBCC Heights, Sector-89, Gurgaon to attend a "Stage One Meeting" on June 18<sup>th</sup>, 2016 at the site office NBCC Heights, Sector-89, Pataudi Road, Gurgaon. The session will be chaired by Executive Director (Real Estate). The concerned officials from Real Estate Division including Finance 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** Telephone no. **08527509652** to register his name for the said session. We assure you that NBCC will make all possible efforts to resolve the issues and in case any grievance cannot be resolved, the same shall be communicated the applicant.

Thanking you,

  
**General Manager (Post Sales)**