



To,  
The Directors  
Grandslam Developers Pvt Ltd  
A-40 , Ithum , Sector-62 Noida  
Uttar Pradesh ( India ) 201309

01/07/2019

**Subject – E -Payment Meter Installation and Reminder for Reply ( Letter submitted on 24/05/2019 )**

Dear Sir,

This letter is regarding the new E-Payment Services enforced against the Office Owners by GDPL Management. This is also to bring to the notice of GDPL that the new policies against the Office owners is contrary and in contravention of the signed Agreement between buyers and the GDPL. IOOWA has sent you numerous letters, reminder, intimation and demands regarding the welfare and in the betterment of i-thum. But all the efforts of the IOOWA has gone into vain and being as a developer/builder/promoter you failed to secure the interests of the Owners of Units in Ithum . You being as a builder/promoter/developer and in management of i-thum, **if you think we are white rabbits and you can commit experiments on us by keeping on violating laws and contractual obligations, you are absolutely wrong on that part, moreover, it will go against your actions and commitments.**

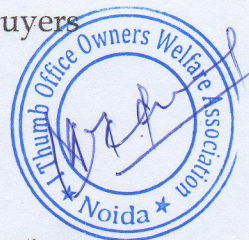
Now, as per your new development, you are circulating a letter/notice to every individual buyer of i-thum and the IOOWA, saying that the new **e-Payment meter** is replacing the existing contractually committed electricity post-paid meter which is clear and arbitrary contractual violation committed by you against the Office Buyers

Being as a Developer you need to resolve the dispute with IOOWA on the first instance for the betterment of i-thum, but such adventurous and arbitrary steps and decisions taken by you is creating a chaotic environment among the Office buyers which leads to trust issues towards you.

**I thum Office Owners Welfare Association**

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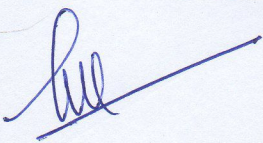


Being as a Developer, you have the responsibility to create a safe and secure environment for the buyers but you have just done the opposite to this. IOOWA has written numerous letters and reminders to you for the rectification of these disputes, but all the reminders are still pending.

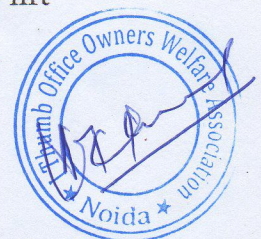
Now, in continuation of the earlier letter submitted on 17<sup>th</sup> June 2019 which is in continuation of an earlier letter dated 24<sup>th</sup> May 2019, which was the 3<sup>rd</sup> Reminder in continuation of earlier letter of 24<sup>th</sup> May 2019 and the IOOWA still waiting for a reply but no communication or clarification was provided by you to resolve the persisting dispute. During our entire communications, we have raised the following queries and demands of the following documents and information:

1. **OC/FC**
2. **Possession letter**
3. **Maintenance charge breakup and Scope of Maintenance**
4. **Draft Maintenance agreement as approved by Law enforced**
5. **Detail Super Area Calculation (Kindly also clarify on Some Offices loading is 40% and some offices 45%)**
6. **SOP for safety, security, etc.**
7. **Fire Policy** - Presently in the Towers No Fire Policy / Fire NOC of Fire Prevention and Safety Measures / Floor indicators and signages / Escape plan/ Emergency light with escape direction is mentioned during a fire, which is mandatory as per Govt Law. No fire Extinguishers is placed on floors/ lobbies/ Staircase etc.
8. **Lift Run Policy** - No certificate of Safety, as well as no Licence to use/scheduled maintenance plan is pasted in any lift which is mandatory as per govt law. No trained Operator in the lift. In Case of a technical fault, lift become stuck what is the procedure to clear the passenger Safely from Lift.

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9. **Parking Policy and All Agreements/Contracts withal Parking Vendors -**  
Please Provide Parking Policy including parking maintenance so that everybody should know about parking system and maintain parking practice, in Basement 2 still no marking of allocation /parking space / Directions signages/boards allotment number is not available.
10. **Agreement/Contract related to Security Agency**
11. **Agreement/Contract related to Cleaning Agency**
12. **List of all employees and their proper verification details**
13. **Health, Hygiene and Safety policy -** Please Provide Health, hygiene and Safety policy. As still no camera in gallery, no camera in lifts, No cleaning and maintenance schedule of gallery/ Bathrooms/Common area/ Garden area etc.
14. **Agreement / Contract copy to resolve Mobile Network problem in Tower B** which directly affect the Business .
15. **Builder Kindly also pay the assured return ( Interest ) to office owners up to Offer of Possession as per agreement which is December 2018 . While builder pay only up to Feb 2018 .**

**During the meeting on 06/05/2019 - It was also confirmed by GDPL Team that:**

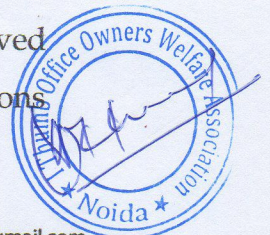
For Issuing Possession letter GDPL team (Mr Ghansham and others) will provide the slots of Date and Time and the issuing-concerned person name. On that date and time, we/Owners can collect/Receive the signed Possession letter from GDPL office **(Still we are waiting for Slot confirmation -** As soon as we receive the slot details from GDPL it would be posted on members group WhatsApp / association website. It was also discussed that GDPL would issue the Possession letter with the current date.

GDPL team assured us to resolve ADR issue means Area Calculation Basis, date of starting CAM Which should be Post fact of Possession letter issued and received date by owners and Justification of CAM charges but still there is no positive actions

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from GDPL Team in this regard despite concrete assurance were given by GDPL team in a meeting.

In furtherance, the Association willing to resolve the entire issue amicably but the behaviour and intention of the developer is not positive and instead of resolving the dispute by you, i.e. Builder, and creating new issues and disputes with the office owners. **Your staff, employees and office bearers, on daily basis target our Members with false information and threat, and try to mislead them with false averments resultant the environment of i-thum and Association becomes chaotic.**

As per the Para no. 36 (b) of Letter of Allotment which you have provided to each Office Owner, you have made it crystal clear that the electricity distribution and supply will be done by you and Office owners will pay the bills on your demand which will be a proportionate share of charges paid/payable by the Developer/Maintenance Agency to the Electricity Department. This clearly means that you are required and have consented mutually to raise bill as per the total consumption of electricity units by owners, which will be a post-paid bill and cannot be determined by a pre-paid meter via e-payment meter. It, thus, rules out the possibility and existence of any such e-payment meter.

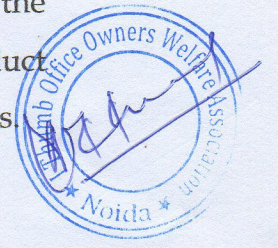
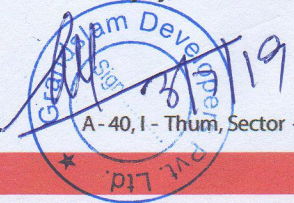
So, it is a humble request not to take any arbitrary decision without the consent/approval of IOOWA and the Office Owners. Merely informing about your decision through letters or email does not amount to the voluntary consent or approval of IOOWA or the Office Owners.

In furtherance, I also request you to direct your subordinates, office bearers, executives, employees and staffs not to mislead and conceal the basic information which is required before signing and receiving any information from your side as your receiving register does not mention any agenda or information as to the purpose of signing or giving acknowledgement. This amounts to fraudulent conduct by you. It also increases the mistrust between you and the Member/Office Owners.

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IOWA, do not want to create any mistrust and raise this dispute to any other level, rather we want to resolve it amicably and as soon as possible. However, if the attitude of GDPL Management & Your Team remains same and does not take quick steps to resolve these issues amicably, then we do not have any other choice but will be constrained to take appropriate action Which can directly and Indirectly effect the Name and Fame of GDPL and Its Management Team, Office-Bearers, Employees and Staffs.

Due to Non availability /Absence of these Policies and timely appropriate action if any Mishappeing or Unwanted incident occurs in Ithum Towers. GDPL Management and its team Will be Directly responsible for that as they have not provided the Documents / Training / Policy Details .

As you know the importance of above-mentioned documents and their use for the business and the employer and due to the absence of these documents we/owners are facing the problems in our day-to-day work. The IOOWA is also aware of the fact that many of the Office Owners have already demanded various documents pertaining to the current issues, via letters/emails/other communications/etc., but you have evaded all such requests and demands.

We hope you and your team take the appropriate actions on the above points. Your prompt and positive actions to resolve the disputes are highly appreciated.

Thanks and regards



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■ Dr. Alok Goel (President) (Tower B-920)

■ Mr. Vivek Deep (Secretary) (Tower B- 702)

■ Mr. Raj Kumar Garg (Vice President) (Tower A-615)

■ Mr. Pawan Chauhan (Treasurer) (Tower A- 1120)