

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

Dear Sir ,  
With ref to Our Letter Submitted on Dated 15/03/2019 ( Annexure -1) and subsequent meeting with GDPL Management team , we got GDPL Team reply on 15/04/2019 ( Issued On 13/04/2019)

With ref to reply received on 15/04/2019 Annexure 2 (from GDPL Management side) , we call the Tower B Owners meeting and got the feedback from owners , on the basis of received feedback from Owners and actual situation of Maintenance deficient condition , We have again submitted a letter on 03/05/2019 to make you aware the actual work conditions in tower B and the Problems faced by owners .

On 06/05/2019 Ithum Tower B owners coordination team and GDPL Management Team conducted a meeting and all points have been raised in meeting as mentioned in submitted letter on 03/05/2019 ( Annexure -3)  
After the meeting on 06/05/2019 we are still waiting of GDPL Team positive and prompt reply with all demanded documents & result oriented necessary actions to provide the smooth and healthy business environment in terms of Transparency in Documentation & Charges , Security , Safety , Cleaning , Hygiene , Working and Quick response system .

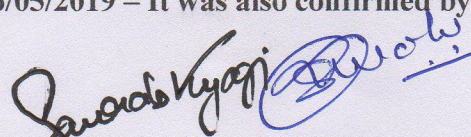
**We again Suggest /Advice GDPL Management & Team kindly provide the documents and take improving action , as soon as you provide the all required documents ( e.g – OC/FC, Possession letter , Maintenance charge breakup , Maintenance Scope , Draft Maintenance agreement ,Detail Super Area Calculation , SOP for safety , security etc) and confirm positive time bound action plan on solve other problems , we are really happy to Pay the agreed ( Mutually )Maintenance charges from the Agreed date . .**

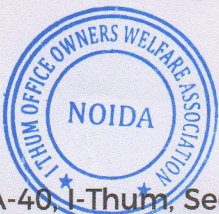
**Due to absence of many of these documents we/owners are facing the problems / Not getting many Regulatory Licences require to run the office for own business.**

**Detail Super area calculation – Yet Not provided by GDPL ( Owners do not know . For how much area I have to pay the maintenance charge , in some floor/ offices of tower B loading factor is 40% & 45% on covered area ,-Only Carpet area measurement check by owner with GDPL person but loading factor is not detail explained )**

**Maintenance Charge Breakup – Not Provided By GDPL ( Owners do not know on which ground builder is issuing the bill without maintenance break up details , Scope and agreement or any discussion or approval )**

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

  
**Ithum Owners Welfare Association**





For Issuing Possession letter GDPL team ( Mr. Ghansham and others ) will provide the slots of Date and Time and issuing concern person name , In that period of 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 will posted on members group whatsapp / association website. It was also discussed that GDPL Issue the Possession letter with 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 recd date by owners and Justification of CAM charges but still there is no positive actions from GDPL Team in this regard despite concrete assurance were given by GDPL team in meeting .

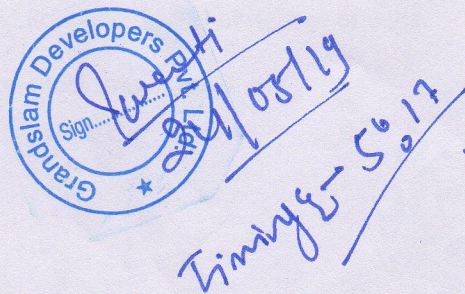
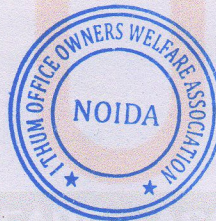
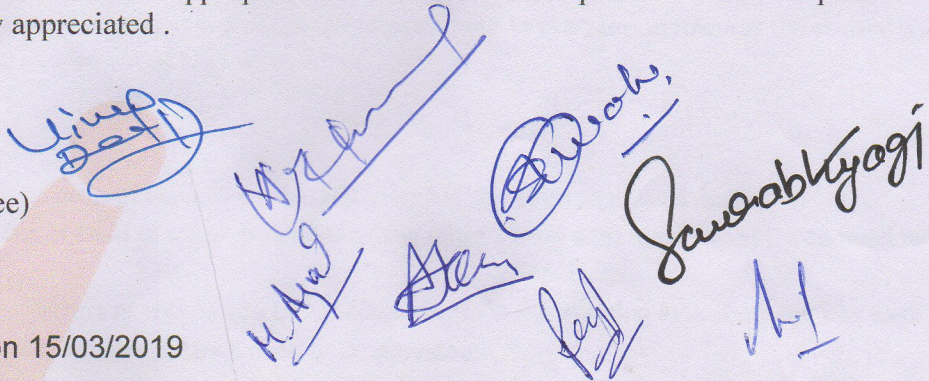
We hope you and your team take the appropriate action on the above points . Your Prompt and positive action is Highly appreciated .

Thanks and regards

(Coordination Committee)

Attached Annexure (S)

1. Letter Submitted on 15/03/2019
2. Letter Submitted 03/05/2019
3. Minutes of Meeting 06/05/2019



Timings - 5617



Annexure - 1

Dated: 15-March-2019

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

**Subject: Problems faced by Owners of the ITHUM Building**

Dear Sirs,

Greetings!

In continuation of earlier communications, we would like to draw your kind attention towards the several issues being faced in the Building as mentioned below:

**Core Issues:**

1. Proper calculation of basis of super area charged to us has not been shared till now.
2. Revised calculations of Basis of super area after taking into account additional Tower C also need to be shared.
3. Issue of possession letters as committed by Mr. Ghanshyam in the meeting held some months back is still pending and status of registry of Units need to be provided.
4. There has been continued deficiency in maintenance and regular upkeep of common facilities.
5. Backdated maintenance invoices have been issued without any rationale, breakup of maintenance charges rate per square feet and scope of maintenance services to be provided.

**Other Issues:**

1. Mobile network is interrupted inside the building area.
2. DTH facility is not available in the building.
3. Entrance of Tower B is heavily interrupted because of movement of trucks & other activities of LOTS.
4. There is no definitive parking policy and allotment of parking spaces has not been done to owners who have purchased the parking.
5. There is lack in women security in building and adequate female security guards need to be deployed.
6. There is a need of regulations to carry out interior work activities in units during day time.
7. Beautification of Entrance Lobby on the ground floor and display of signage of units.

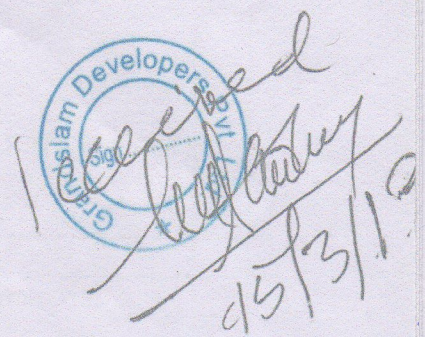
We request you to kindly resolve the above problems on Most Urgent basis.

Thanking you,

For Ithum Owners Welfare Association

Nominated Members





**Ithum Owners Welfare Association**



Annexure - 2

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

03/05/2019

Subject – Still Problem Faced by Owners of Ithum Building

Dear Sir ,

Greetings

In continuation of earlier communications letter submitted on 15<sup>th</sup> March 2019 and Reply by GDPL dated on 13<sup>th</sup> April 2019 ( received on 15<sup>th</sup> April 2019).

Major Issues Flagged / Discussed / Submitted	Observation / Status Position
1. Proper Calculation of basis of Super Area	Owners have not received the calculation of the basis of super area kindly share on immediate basis .
2. Status of Issuing of possession letters and status of registry of Units	Most of Owners have not received Possession letter
3. Maintenance deficiency and related issues such as housekeeping -floor cleaning , Wash rooms cleaning , guarding , female Security guards , regular upkeep of common area etc were flagged and discussed	Maintenance services still deficient
4. Invoice of Maintenance Charges ( CAM) issued from back date	We are still to get the details of the scope of services along with the breakup of Maintenance Charges .
<b>Other Issues</b>	
1. To Improve Mobile network connectivity	Thanks for taking the action , kindly inform when the process is completed
2. No Availability of DTH Facility	It is requirement of majority of Unit Owners

**Ithum Owners Welfare Association**

A-40, I-Thum, Sector-62, Noida, U.P. - India, 201309, Ph.: 0120-4291741 . | E mail : ithumowa@gmail.com



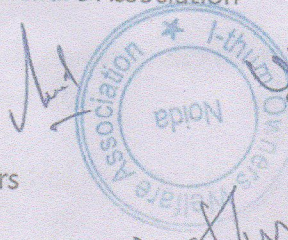
1. Movement of Trucks of LOTS Causing disturbance	Still there is deficiency , We are still facing the Problem	
2. Allotment of Parking spaces to Unit holder	Issue still Pending	
3. Dust in Parking Area	Still improvement require	
4. Additional Deployment of Female Security Guards	Still improvement require	
5. Interior Work activities in Units during day time	Thanks for Action	
6. Beautification of Entrance lobby on the ground floor and display of signages of units	Still pending	

We request you to kindly resolve the above problems on Most Urgent Basis

Thanking You

For Ithum Owners Welfare Association

*Sachin*



*M. K. Singh*  
*Prayank*

Nominated Members

*[Signature]*

*A. V. Kumar*

*Rahul*

*Zusna*

*Recd. [Signature]*  
*11/11*





**Minutes of Meeting**

Today On Dated 06/05/2019 coordination Committee meet with Executive Director ( Grand Slam ) and Mr. Ghanshyam , Mr. Akhilesh , and Others

- 1) We again demand Super area calculation . and we cleared that at the time of measurement Owner has checked the dimensions of Unit not the loading factor Details ( So provide the loading factor ( 40% and 45%) details to confirm the Super Area)
- 2) We demand to provide Possession letter with FC and letter should be on Existing date ( For FC and Existing Date on Possession letter still GDPL Team not properly answered )
- 3) Related to Maintenance Services deficiency we Strongly raise the issue of Hygiene , Floor Wise Cleaning , Wash Room cleaning , Parking area cleaning and proper maintaining , regular upkeep of common area , Security Guard Issue to stop unwanted element visit in tower common area ,and to stop any type of non sense activity with client or staff .  
For Cleaning and Hygiene – GDPL Team provide us the SOP (Time & frequency etc )
- 4) For Separate Invoice of Maintenance and Electricity , GDPL Team Not give the definite answer to separate the Bill .  
We Confirm that electricity charge will pay by all who are using the electricity .

**All Unit Owner / Tenant should pay the electric bill as soon as possible to avoid the issues**

**As Far As DG Charge mentioned in Bill as Rs. 30 per unit will not be charge , only electric units will chargeable with the Existing electric unit rate. This is confirmed by GDPL Team members .**

- 5) For Mobile network connectivity issue – GDPL Team confirm they already working on it and completed soon .
- 6) Related to allotment of Parking Spaces to unit holder – GDPL team confirm they are working and soon issue .

**At the last , Meeting was closed on discussion with GDPL Team and Coordination committee that as soon as GDPL team will provide us the Maintenance Scope , Maintenance Charge Break up and Confirm the Maintenance Start Date ( That Date should be after first meeting ) and Signed Maintenance agreement we will discuss and try our best to cooperate and facilitate to smoothly run of building .**

**It was also suggest to GDPL team that they will send the Draft copy of Maintenance Agreement to check so that after printing there is no issue will come .**