



No. KVAOWA/GGN/2025/33/145

Dated: 05<sup>th</sup> May, 2025

**Sub: Complaints Resolution Mechanism**

With a view to rationalizing complaints resolution mechanism, we request all residents to submit their complaints through the **NoBrokerHood Application** to enable better tracking of issues and staff performance, ensuring faster resolutions. The existing manual complaint register has proven to be ineffective, and we are receiving a high volume of unresolved complaints. To streamline the process and improve monitoring, we have decided to gradually transition to a fully online complaint system. This approach will not only help conserve resources but also provide detailed data and MIS reports for year-end evaluation.


As a temporary arrangement, a complaint register will continue to be available at the Service Center (Mobile No. 8800852490) for a few more days. Based on usage and feedback, we will soon decide on discontinuing the manual system entirely.

We once again urge all residents to use the **NoBrokerHood App** for registering complaints. If any complaint remains unresolved within a reasonable time, it will be automatically escalated to the Office Bearers by the system for necessary action. The staff responsible for complaints are listed below :

S. No.	Complaint	First Level Supervision	Second Level Supervision
1	Electrical	Mr. Ghosh Mob. No. 8585990752	Mr. Somdutt Mob. No. 9891649760
2	Lifts	Mr. Vijay Mob. No. 9650047872	Ms. Ritu Mob. No. 9643139567
3	Water Supply & Plumbing	Mr. Sajid Mob. No. 6294828017 Mr. Ghosh Mob. No. 8585990752	
4	Cleaning , Sweeping & Sewage	Mr. Ram Hazra Mob. No. 9910867940 Mr. Anoop Mob. No. 9956042840	
5	Garbage	Mr. Sajid Mob. No. 6294828017 Mr. Ankit Mob. No. 8368068774	
6	Horticulture	Mr. Sajid Mob. No. 629482801	
7	Civil Maintenance	Mr. Sajid Mob. No. 6294828017	

Complaints will now be monitored at two levels through Application. If the issue remains unresolved at both levels, it will then be escalated to the Office Bearer by the Application. Through the application, the management will be able to track the number of pending and resolved complaints, which will help in assessing the efficiency of the staff provided by the agency.

Residents are requested to raise your complaints through NoBrokerHood.

  
(Atul Dhyani)  
Secretary, KVAOWA