



No. KVAOWA/GGN/2024/33/4619

Dated: 26th May, 2024

Sub: Complaints Resolution Mechanism

With a view to rationalizing complaints resolution mechanism following procedure has been decided by the Management of KVAOWA: -

1. All complaints shall be registered in the respective registers, maintained at Service Center (Tel. No. 0124-2572816) Intercom No. 816 and allotted a serial number and through No Broker Hood App. All residents are requested to obtain the complaint No. from the Service center for further escalating, if needed.
2. If the complaints are not resolved within a reasonable time, depending on the nature of complaints, it may be escalated as follows: -

S. No.	Complaint	First Level	Second Level
1	Electrical	Mr. Ghosh Mob. No. 8585990752	Mr. Somdutt, Electrical & Civil Manager Mob. No. 9891649760
2	Lifts	Mr. Vijay Mob. No. 9650047872	
3	Water Supply & Plumbing	Mr. Sajid Mob. No. 6294828017 Mr. Ghosh Mob. No. 8585990752	
4	a) Cleaning & Sweeping	Mr. Vijay Mob. No. 7631071699 Mr. Sajid Mob. No. 6294828017	Mrs. Ritu, Estate Manager Mobile No. 9643139567
	b) Sewage		
5	Garbage	Mr. Sajid Mob. No. 6294828017 Mr. Sanju Mob No. 9971870077	
6	Horticulture	Mr. Sajid	
7	Civil Maintenance	Mr. Somdutt, Electrical Manager Mob. No. 9891649760	Mrs. Ritu, Estate Manager
8	Accounts	Mr. Mahesh Chand Sharma Mob. No. 8619191211	
	a) Hall Booking	Mr. Bijender Singh	
	b) NOC/NDC	Mob. No. 8447438386	
	c) Gate Passes		
9	Security	Main Gate -0124-2392459 (Intercom No. 559)	Mr. Mohit Kumar Pandey Mob. No. 8954341637

3. If the complaints are still not resolved, residents may escalate the complaints to Mrs. Ritu, Estate Manager, Mobile No. 9643139567.
4. Finally, if the complaints still persist, residents may contact EC Members/Secretary.
5. All residents are requested to kindly cooperate with the Management in their own interest for speedy resolution of their complaints by following the above procedure.
6. Residents are requested to raise your complaints in proper / dedicated complaint channel like No Broker Hood and Service Center. If the complaint raised in other WhatsApp groups shall not be entertained.

P. Padmavati

(P Padmavati)
Secretary, KVAOWA

"Service with a Smile"