

To the directors/owners of OVBO (Shft-in Properties),
Alok Gaur (██████████), Shyam Tiwari (██████████), Bharat Singh (██████████),
C-801, Essel tower, Pilot court, MG road, Gurgaon-122002

I am highly disappointed in the behavior and actions of a manager under your employ, **Govind Tiwari**. As a result, I – a long-time resident of Shft-in – will be warning all my contacts in Noida/NCR region and my network on social media; I'll be cautioning against Shft-in to anyone looking for accommodation in the future.

I will advise that everyone stay far, far away from any Shft-In properties, where trust is rewarded with cheating.

I'm being charged Rs. 11,000 per month to stay at Shft-In Primus, FF-5, Noida, in double sharing. When I decided to extend my contract for a month (since my company had extended my training), I paid another Rs. 11,000 via the Crib app on 02 May. Again, I'm being charged **Rs. 11,000 for one month**.

However, as I learned 2 days ago, **my roommate is being charged only Rs. 9,000 per month. Same room, same facilities. My tenure is 03 April to 03 June, and his is 12 April to 12 June.** When I asked my roommate about it, I learned that **Govind had done a cash deal with him. My roommate paid Rs. 9,000 for the rent, in cash, while I was charged Rs. 11,000 per month. It is the same room, same facilities – why is there a difference of Rs. 2,000 per month?** But I thought, "*Govind is an honest man*", and he would surely not cheat me out of Rs. 4,000, would he?

When I texted Govind about it, he wrote that my roommate "came from the owner's reference", and hence why his rent was reduced. I doubted this statement. I mean, if my roommate knew one of you, would he not get a really good discount? Would you, the owners of a business that generated revenues upwards of Rs. 2 crores in FY2024, really only give a known contact of yours a discount of mere 2,000 rupees? I don't think so. I certainly hope you'd be kinder than that. But then again, I'm not a businessman. You'd know better.

I thought, "*Govind is an honest man*", so he'd surely contact me to clear this concern. **I asked Govind about it further, and I was ignored.** Is everyone in my PG paying just Rs. 9,000? Did Govind target me in particular to overcharge by Rs. 2,000/month? Do you, the owners, know about this?

Govind charged my roommate Rs. 9,000 using another payment service: Stayzy/ Shft-in. Meanwhile, I am being charged through the Crib app. The fact that his payment is done via Stayzy and mine via Crib makes me quite uneasy. It points, in my opinion, to mismanagement. **Why is Shft-In using two different vendors for the same room? Why is one payment done through the Shft-in app and the other through Crib? Why does the property have, in the same room, two beds accounted for on two different apps?**

But those are just questions that I have as a tenant. I could be wrong. Maybe it's perfectly normal for Shft-in to have two vendors yet have the payments done in cash for discounts. I trust that you guys know better. **When I asked Govind about all these facts, he told me to contact the owners if I so wished. He said the owner was Amit.** I thought, "*Govind is an honest man*", and tried to search for Amit, the owner of OVBO/Shft-In. It seems that I've found you instead. Hopefully you *are* the owners, and not Amit. If you're not the owners, kindly let me know who really is, please. Govind hasn't cleared my doubts yet, so I'm hoping that you, or "Amit", can.

Do you know what makes it worse? I'd stayed at Shft-In properties (Venus) from July 2023 – July 2024. A full year. So, when my work brought me to Noida this year, I contacted Govind right away. I trusted that Shft-In was professionally managed. I trusted that it would be run by people who cared. I trusted that I would be getting a good deal because of a longstanding relationship of tenancy. I trusted that Govind would've been an honest man.

Now? I'd be surprised if I even get my security amount of Rs. 6,000 back. Or rather, Rs. 5,000 – Shft-In levies a "move-out charge" of Rs. 1,000. Talk about bleeding a person dry.

I'm not as wealthy or well-off in my life as any of you. I have not built the success you have. I work in marketing and pursue journalism. But I do know the importance of cash. Had Govind asked me to deal in cash so I could save Rs. 4,000, I would have agreed immediately. I know what it's like to chase a dream and be underpaid, and I know the importance of Rs. 4,000. **I'd hope that you do too.** Before your current success, there might have been a day when Rs. 4,000 would have made a huge difference in your life. **Just as it did for you then, it does for me now. It's such a shame to be cheated out of it by Shft-In properties (which I once called home) and their employees.**

I will be letting everyone in my network, and on socials, know about the management at Shft-in. To that end, might I suggest you check out <http://pranjalparashar1.github.io/how-sad> – I've made this website so that when anyone in the future searches Shft-In on the internet, they find my page and my story as well. Hopefully, it inspires them to stay as far away from you as possible and help save their money.

Pranjal Parashar
Indian Institute of Management Nagpur

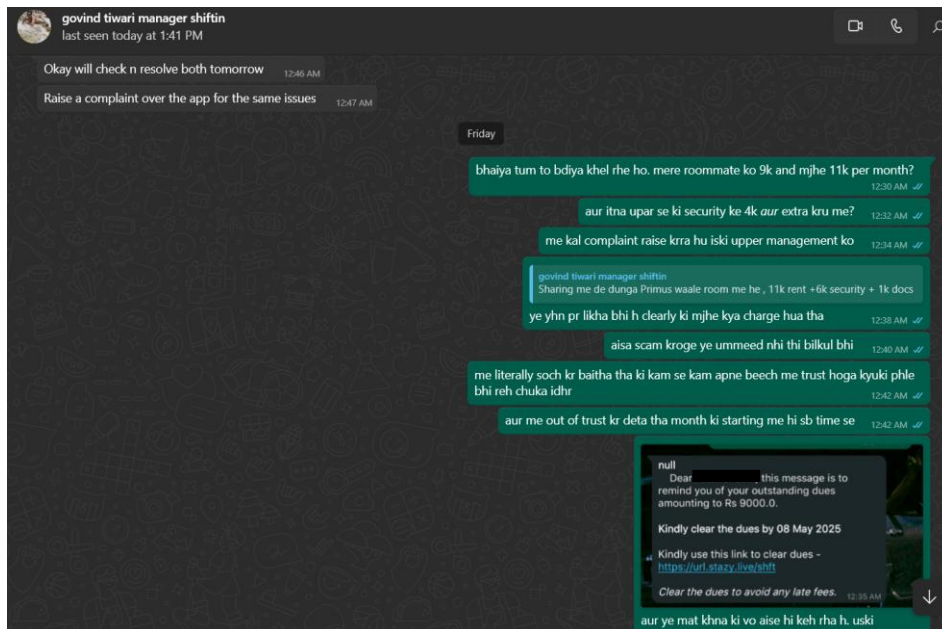


Exhibit 1: Calling the manager out

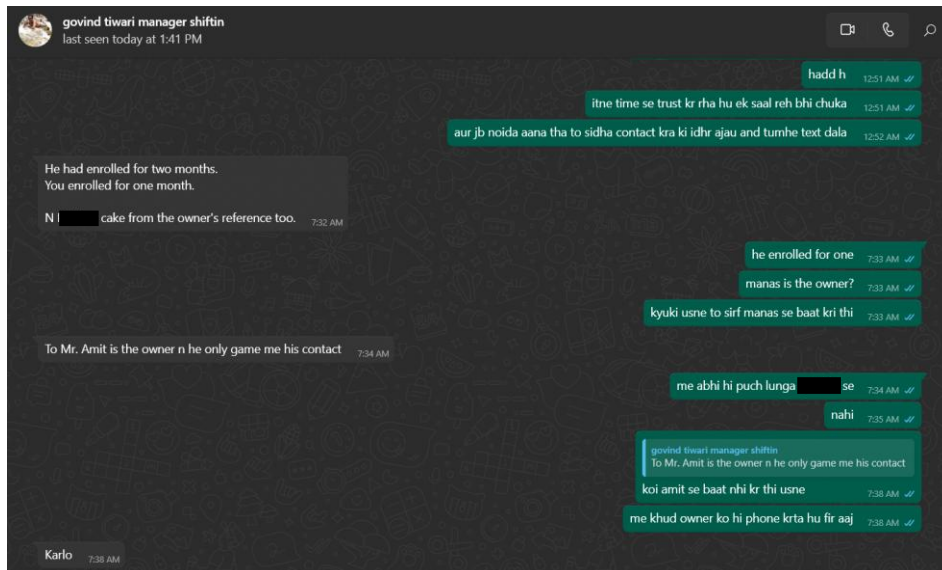


Exhibit 2: "Owner's reference"

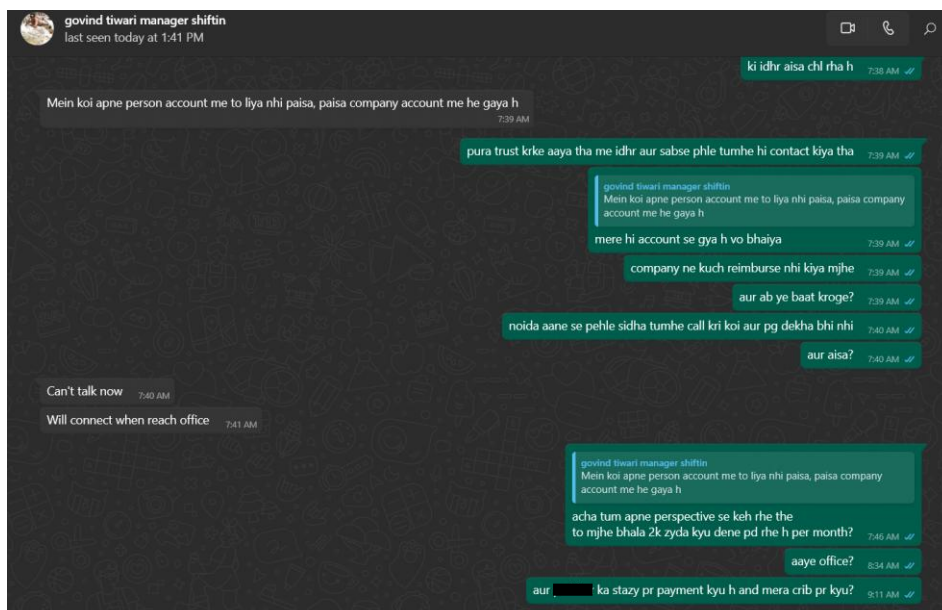


Exhibit 3: Manager never clears the situation up once called out

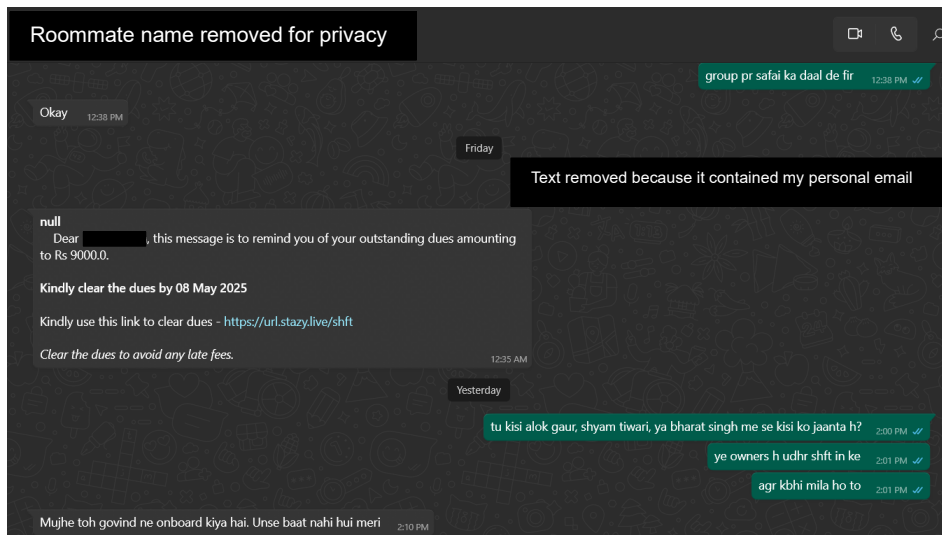


Exhibit 4: Roommate clears things up

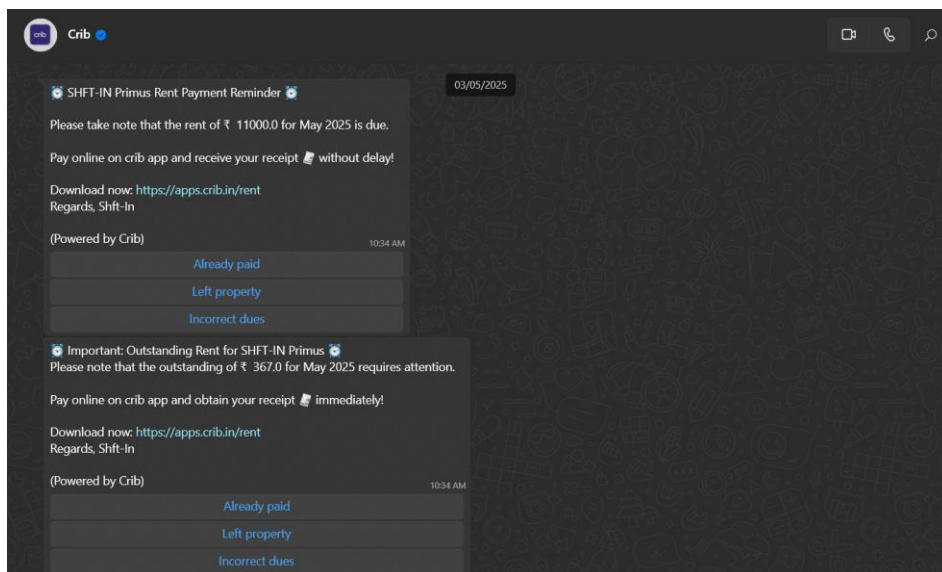


Exhibit 5: My payment through Crib, roommate's through Stayzy (check Exhibit 4 above)

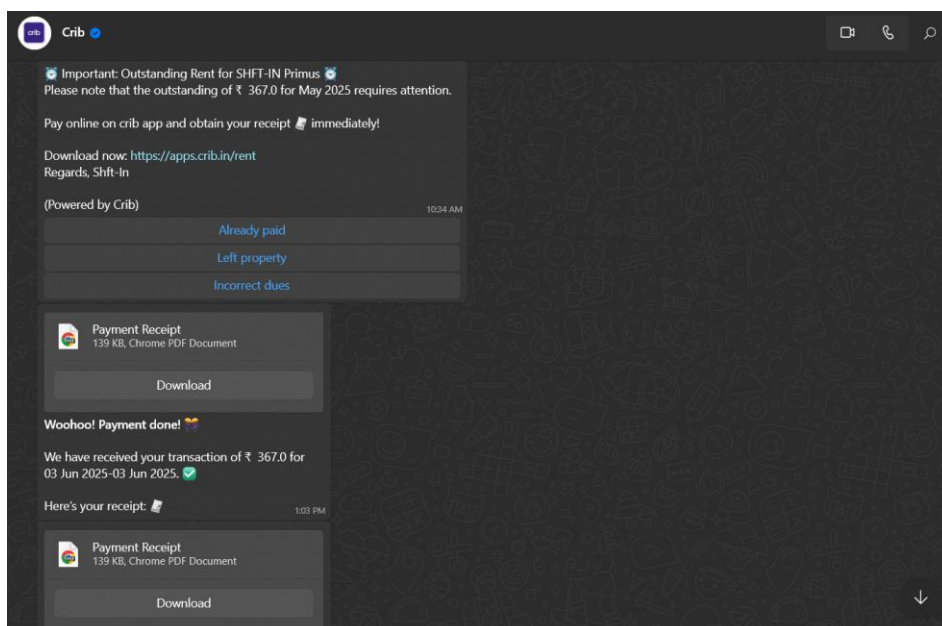


Exhibit 6: A random charge of Rs. 367 levied on me

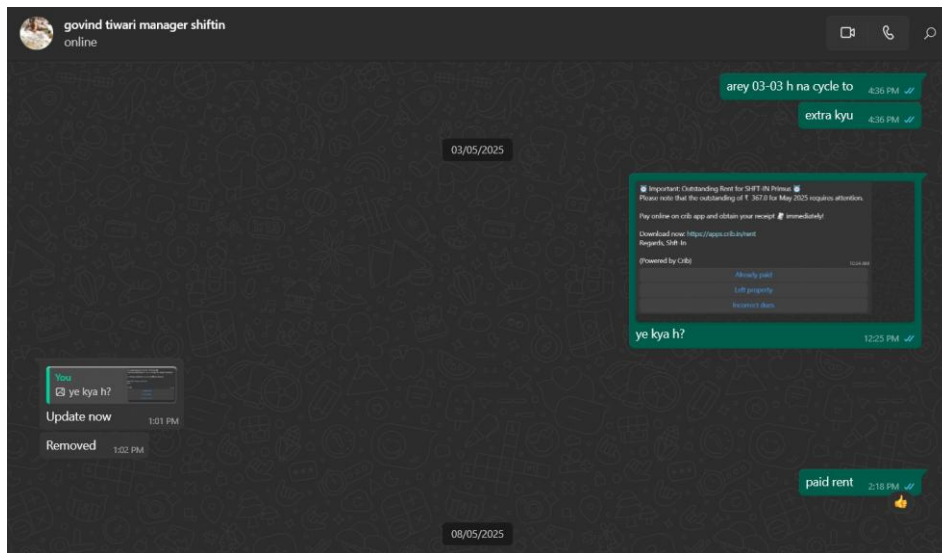


Exhibit 7: How the management has the power to create random charges and remove them at will

Note about Exhibit 7: The management (Govind Tiwari) often claim that “the charges on you are automatic” and “it’s all in the app” – however, as seen above, the management has the power to add and remove any charges on any tenants as they see fit. There is zero accountability