



Preeti Gopalan <sparkleden@gmail.com>

Help Needed.

Preeti Gopalan <sparkleden@gmail.com>

Fri, Jul 20, 2012 at 6:46 PM

To: arvind.r@janaadhar.com

Hello Sir,

I have a flat in Janaadhar Shuba tower 3 - B 303 and my customer number is 480. I want to convey many of the issue which we incurred since the day we purchased a flat. In Sept 2011 , I paid my first installment to Mr.Vijay Singh (Marketing) later he went on leave for his marriage. Since then we faced a lot of trouble, like it was a huge communication gap. Even I had some issues for the payment of the rest amount as we were unemployed all of a sudden and myself and my husband both of us moved to chennai for good but, we some how managed and paid for it.

After Vijay went on leave Divin(Marketing) helped us for the rest of the formalities. Although Divin helped us, we were more familiar with Vijay as he was the person whom we met at first at our site. The way Vijay responded to us if we had any qurrey it was absolutely ridiculous. He says I have received money and my part of job is done and I dont know anything about your flat. Is this the way to answer a customer? or this the company's policy to answer the customer? Till today I have not received received the receipts for the amount paid to Janaadhar. I brought this to the knowledge of Hari Rajagopalan still he didnt replied to us on to the extent of satisfaction. Hari sent me the screen shot of the tally software of our account.

Next, I enquired about the covered car park allotted to us since last 6 months, we didnt got any information. Today when I contacted Manjunath (Marketing) he also took long time and then gave me the information. We were kept in dark no information from janaadhar's office. If we gave a call some one should pass to others, by saying this is not my part of job please contact this and this person. If contacted that person he used to say I will pull up your records please call me tomorrow, when we give a call back the person would reply I have no idea about your flat details. I really dont understand what kind of service do janaadhar provide for their customers.

Later, my house registration was about to happen today (i.e., 20-07-2012) as informed to us by Vijay Ram (Law team), we came to b'lore. After we gave him a ring on 19-07-2012 he says your registration is postponed to 21-07-2012. He must have informed us in prior at least. There is no proper channel of information been provided to us till date.

One last suggestion or feedback if janaadhar cant guide their customers properly, there is no use in purchasing a flat because myself and my wife belong to service industry and we never provide such customer service. It was really a very bad experience with janaadhar, we would never suggest any of our group to purchase to property with janaadhar. If you need any help for setting up a customer service team, feel free to contact us, the way we have been treated I dont want any other person to suffer in a similar manner.

Thank you,
With Regards,
Laxmi Narayan / Vasumati Gopalan .
Ph: 9043066124 / 09962457991