

Apna Complex Complaint Report

Elina							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Electrical	-	3	3	-	100%	0	0
Plumbing	-	22	22	-	100%	0	0
Total		25	25		100%	0	0

Gardenia							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Electrical	2	-	2	-	0	0	100%
General	1	-	1	-	0	0	100%
Plumbing	-	34	34	-	100%	0	0
seepage	1	-	-	1	0	0	0
Total	4	34	37	1	91.89%	0	8.1%

Oosman's Everest							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Carpentry	1	-	-	1	0	0	0
civil	3	-	-	3	0	0	0
Common Areas	3	1	-	4	0	0	0
Electrical	1	-	1	-	0	0	100%
Plumbing	2	-	-	2	0	0	0
Seepage	-	1	1	-	0	0	100%
Total	10	2	2	10	0	0	100%

Elixir							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Electrical	1	1	1	1	100%	0	0
General	4	-	1	3	0	0	100%
Plumbing	1	-	1	-	0	0	100%

Elixir							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Security	1	1	-	2	0	0	0
Sports Area	1	-	-	1	0	0	0
Water Supply	2	-	-	2	0	0	0
Total	10	2	3	9	33.33%	0	66.66%

Westside							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Accounts	-	10	5	5	80%	20%	0
Carpentry	2	11	5	8	40%	20%	40%
Civil-Seepage	1	13	5	9	60%	0	40%
ClubHouse	3	-	2	1	0	0	100%
Common Areas	1	13	10	4	70%	10%	20%
Electrical	-	22	22	-	100%	0	0
Fire & Safety	1	1	2	-	100%	0	0
Gas Connection	-	1	1	-	100%	0	0
Housekeeping	-	4	4	-	75%	25%	0
Plumbing	2	42	34	10	96.88%	1.12%	2%
Security	-	3	-	3	0	0	0
Total	10	120	90	40	84.45%	5.55%	10%

Aura							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Carpentry	1	1	2	-	50%	0	50%
Club House	2	-	1	1	100%	0	0
Electrical	-	18	18	-	100%	0	0
General	4	1	1	4	0	0	100%
Housekeeping	1	-	-	1	0	0	0
Security	3	-	1	2	100%	0	0

Aura							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Others-Suggestions	1	-	-	1	0	0	0
Plumbing	1	62	62	1	98.95%	1.05%	0
Prepaid Gas	-	6	6	-	100%	0	0
Seepage & Leakage	1	-	-	1	0	0	0
Suggestions	1	-	-	1	0	0	0
Total	15	88	91	12	96.7%	1.1%	2.2%

Lotus							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
BSNL	2	-	-	2	0	0	0
Civil	1	-	1	-	0	0	100%
Common Areas	4	-	-	4	0	0	0
Electrical	-	4	4	-	100%	0	0
General	1	1	-	2	0	0	0
Horticulture	-	1	1	-	100%	0	0
Plumbing	-	6	6	-	100%	0	0
Security	1	-	-	1	0	0	0
Security - Boom Barrier	2	-	-	2	0	0	0
Security - Others	1	-	-	1	0	0	0
seepage	2	1	2	1	0	0	100%
wall cracks	1	-	1	-	0	0	100%
Total	15	13	15	13	73.34%	0	26.66%

Boulevard							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Carpentry	-	1	1	-	100%	0	0
Civil	4	-	-	4	0	0	0

Boulevard							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Electrical	-	11	11	-	100%	0	0
Gardening	-	1	1	-	100%	0	0
General	2	1	1	2	100%	0	0
Intercom	-	1	1	-	100%	0	0
Plumbing	-	48	48	-	100%	0	0
Security - Others	-	1	-	1	0	0	0
seepage	10	-	-	10	0	0	0
Swimmingpool	2	-	-	2	0	0	0
wall cracks	1	-	-	1	0	0	0
wash room slope	1	-	-	1	0	0	0
Total	20	64	63	21	100%	0	0

Kanopy Tulip							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
AC Rooting	-	4	2	2	100%	0	0
Carpentry	8	-	5	3	20%	0	80%
Civil	12	2	7	7	90%	0	10%
Common Areas	11	9	14	6	64.28%	0	35.71%
Electrical	2	38	37	3	83.78%	13.51%	2.7%
Flushing water	2	3	5	-	40%	20%	40%
General	8	3	4	7	25%	50%	25%
Housekeeping	-	1	1	-	0	0	100%
Lifts	-	2	2	-	50%	50%	0
Security	3	1	3	1	0	0	100%
Plumbing	1	142	143	-	96%	0	4%
reticulatiuon gas	1	9	10	-	90%	0	10%
Suggestions	2	1	1	2	100%	0	0
telephone	1	-	1	-	100%	0	0

Kanopy Tulip							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Total	51	215	235	31	86.82%	3.82%	9.36%

Cyber Life							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Project/Civil	37	68	81	24	85.71%	6.66%	7.63%
Electrical	3	123	126	-	96.84%	1.05%	2.1%
Carpentry	4	126	127	3	83.52%	9.5%	6.98%
Club House	7	6	7	6	71.42%	0	28.57%
Housekeeping	2	15	16	1	90.9%	9.09%	0
Fire & Safety	1	-	-	1	0	0	0
Gas	2	85	86	1	98.66%	0	1.33%
General/ Others	20	18	16	22	81.25%	0	18.75%
Horticulture	3	1	1	3	100%	0	0
Intercom	-	7	7	-	33.33%	33.33%	33.33%
Lifts	-	11	10	1	80%	10%	10%
Plumbing	5	339	341	3	96.65%	0.83%	2.51%
UPVC	2	8	9	1	55.55%	0	44.44%
Security	4	9	12	1	95%	0	5%
Total	90	816	839	67	85.22%	6.07%	8.71%

Towers							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Accounts	1	2	3	-	100%	0	0
Carpentry	-	2	1	1	0	100%	0
Civil	-	1	-	1	0	0	0
Clubhouse	1	-	1	-	100%	0	0
Common Areas	-	2	2	-	0	100%	0
Electrical	-	52	52	-	90.38%	9.61%	0

Towers							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Flushing water	2	1	2	1	0	0	100%
Horticulture	-	1	-	1	0	0	0
Housekeeping	-	1	1	-	0	100%	0
Lifts	1	2	3	-	0	66.66%	33.33%
parking management	-	1	1	-	0	100%	0
Pest control	1	1	2	-	50%	50%	0
Plumbing	1	166	163	4	95.7%	4.29%	0
Security - Others	2	2	3	1	33.33%	0	66.66%
Security - Workers Permit	-	1	-	1	0	0	0
seepage	1	1	1	1	0	0	100%
telephone	-	1	1	-	0	0	100%
Water Supply	-	1	1	-	100%	0	0
Total	10	238	237	11	88.62%	8.43%	2.95%

Sarovar Grande							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Carpentry	3	77	79	1	95.33%	4.67%	0
Children Play Area	-	4	2	2	100%	0	0
Civil/Project	3	18	7	14	40%	40%	20%
Club House	21	-	3	18	66.66%	33.33%	0
Electrical	5	88	87	6	93.33%	1.67%	5%
Fire & Safety	3	-	-	3	0	0	0
General	37	18	16	39	50%	25%	25%
Horticulture	2	4	1	5	100%	0	0
Housekeeping-Common area	2	9	8	3	87.5%	0	12.5%
Intercom	48	33	7	74	85.71%	0	14.28%
Internet	3	6	2	7	100%	0	0

Sarovar Grande							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Lifts	6	4	3	7	100%	0	0
Security	14	10	6	18	88.99%	0	11.01%
Pest control	-	1	1	-	100%	0	0
Plumbing	1	215	216	23	96.67%	1.33%	2%
Reticulated Gas	-	15	14	1	100%	0	0
Solar Geyser	-	1	-	1	0	0	0
Suggestions	4	-	-	4	0	0	0
UPVC	4	2	3	3	0	0	0
Vendors	2	-	-	2	0	0	0
Water Supply	3	1	1	3	100%	0	0
Total	161	506	456	211	90.8%	3.72%	5.48%

Sarovar							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
AC rooting	-	2	2	-	100%	0	0
Accounts	13	4	1	16	100%	0	0
Security	16	4	3	17	50%	0	50%
Carpentry	6	62	65	3	98.26%	1.74%	0
CCTV	1	-	-	1	0	0	0
Civil	71	18	4	85	60%	0	40%
Club House	16	1	1	16	0	0	100%
Common Areas- Plumbing	19	2	1	20	100%	0	0
Electrical	24	136	136	24	96.83%	2.17%	1%
Elevators	-	5	2	3	50%	0	50%
Fire & Safety	10	1	1	10	100%	0	0
Garbage Disposal	4	3	2	5	100%	0	0
Piped Gas	2	23	23	2	93.75%	4%	2.25%
General	23	4	4	23	100%	0	0

Sarovar							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Horticulture	7	1	1	7	0	0	100%
Housekeeping	15	-	1	14	100%	0	0
Lifts	4	3	4	3	100%	0	0
Lost & Found	1	1	1	1	100%	0	0
parking management	1	4	4	1	100%	0	0
Pest Control-community	2	2	-	4	0	0	0
Play Area / Courts	8	-	1	7	0	0	100%
Plumbing	36	290	292	34	87.17%	10.83%	2%
wash room slope	1	-	-	1	0	0	0
Total	473	583	557	499	91.76%	3.94%	4.3%

LakeBreeze							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Billing-MC	7	3	8	2	100%	0	0
Carpentry	-	109	107	2	100%	0	0
Civil	26	16	21	21	77.78%	0	22.22%
Club House	1	-	1	-	100%	0	0
Common Areas	5	2	3	4	66.66%	0	33.33%
Commonarea-MC	1	-	1	-	100%	0	0
Communication	-	2	2	-	100%	0	0
Electrical	12	97	101	8	98.47%	0	1.53%
Fire and safety-Others	-	2	2	-	100%	0	0
Flour Mounting Problem.	-	1	1	-	100%	0	0
Piped Gas	3	27	27	3	100%	0	0
General	4	1	5	-	40%	0	60%
Geyser pipe fixing	-	3	3	-	100%	0	0
Horticulture	-	2	2	-	100%	0	0

LakeBreeze							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Housekeeping	-	3	3	-	100%	0	0
Lifts	-	5	4	1	100%	0	0
No Category	1	-	-	1	0	0	0
Security	-	8	7	1	80%	20%	0
Play Equipment	1	-	-	1	0	0	0
Plumbing	1	281	282	16	95.9%	0	4.1%
seepage	-	2	2	-	50%	50%	0
Society	20	1	8	13	75%	0	25%
Suggestions	-	3	3	-	100%	0	0
Swimming Pool	-	1	1	-	100%	0	0
Telephone/ Intercom	-	3	3	-	100%	0	0
UPVC	2	3	3	2	100%	0	0
Water Valve	-	1	1	-	100%	0	0
Total	84	576	601	59	95.85%	0.49%	3.66%