

**WEB UPDATE**  
**AFNHB MYSORE PROJECT**  
**WKS/004/24 DATED 10 DEC 24**

**PROCEDURE FOR ADDRESSING MAINTENANCE RELATED/ISSUES**  
**AT AFNHB MYSORE PROJECT**

1. It has been brought to the notice of HQ AFNHB that some allottees are directly interacting with M/s MGB staff on issues related to the project. In few instances, allottees have resorted to unpleasant behavior/intimidations towards the M/s MGB staff. Such acts only work against the overall interest of the project. All allottees are, therefore, requested to only address their legitimate concerns/problems to the Project Director's Office.

2. To ensure effective and timely resolution of maintenance issues during the Defect Liability Period (DLP) and liaison with allottees on other project related works, this HQ has deputed Mr. Srinivas Patil, Assistant Manager (Works), assist by Mr. Ajeet Singh, to handle all site-related concerns on a daily basis. Their contact numbers are as follows:-

**Mr. Srinivas Patil - 9557798333**

**Mr. Ajeet Singh - 9570917985**

3. A complaint register is available in the Project Office for each block. Allottees are requested to record their maintenance issues/complaints in the respective registers for prompt attention and resolution.

4. Moving forward, complaints will only be addressed based on entries made in the designated registers kept in PD's office. Direct communication with the contractor's representatives both verbal/written will not be taken cognisance of.

5. We request the cooperation of all members in following this procedure to streamline the complaint resolution process. In case of any difficulty with above arrangements, allottees are welcome to escalate the specific issues to GM(W) & AGM(W) at HQ AFNHB and issues in concise form may be forwarded to Mr. V Reghunath, Asst. General Manager (W) on his mobile Number 9968286920.