

To,
The Director/Concerned authority,
West Bengal Housing Industry Regulatory Authority

Subject : Project delivery default and builder is non responsive

Sir/Madam,

I am writing to seek your help regarding my investments in Sanjeeva Orchard, New Town, Kolkata property. The property was booked in 2013 and the construction of my block is **yet to be started** which was promised to be delivered **by 2016**. The project is delayed by 6-7 years and builder is not willing to cancel the booking and refund. Even more authorities closed all the avenues of communication which left me with no choice but seeking your help in this regard.

Please find below the details:

Property Address :

Unit No. "5-3D" on 2nd Floor situated in the
Sanjeeva Orchard at Mouza Thakdari, P.S. New Town, 24 pgns(N) Kolkata - 700 156.

Allotment Dates : 30.12.2013

Agreement Date : 20th Mar 2014

Total Amount Paid : Rs 18,086,37.00

Cancellation request and follow-ups:

After patiently waiting for 6 years, the formal request of cancellation was placed on **Feb 25, 2020** (Almost one year ago).

1. After multiple emails and multiple failed call attempt, received a response from the director Mr. Uday Modi on **Sep 6 2020(after 8 months)** with the following response " What's app msg to me 9830935111"
2. On what's app a new person by the name Mr. Santanu New Sales was introduced with me, with multiple failed attempt to connect him, finally I was able to get hold of him once, however he directed me to talk to Mr. Uday Modi as he is not the decision making authority and Mr. Uday Modi is non responsive.
3. Physically visited to office and with painful experience finally one person named Mr. Arnab Dhar spoke to us and agreed to look into this matter.

4. With few follow-up emails, Mr. Arnab Dhar who responded back stating “**This is to inform you that we will be able to start the refund process from April 2021 and will complete the same in 8 installments one ever month.**” . Mr. Dhar declined to make any comments thereafter and suggested to reach out to Mr. Uday Modi and Mr. Modi is non responsive

Based on the my experience so far, I doubt the integrity and commitment of the builder to keep up with any promises and hence I would urge WBHIRA team to look into this matter and help me in this regard.

It is **more than seven (7)** years the apartment has been booked and suffering for almost **one year** with cancellation process without any progress.

Your intervention and help will be highly appreciated!

Thank you and looking forward to your response!