

**EXHIBIT 13 – CUSTOMER EMAIL; JULY 2015**

7/19/1  
5

**sbzgupta@gmail.com**

to Divya, Amlan, rekha, panchali

Unitech Team:

Since Ms Chandna is not responding to our emails - please get back to us with a response within a week.

Sanjay Gupta / Panchali Gupta

**EXHIBIT 12 – CUSTOMER EMAIL; JULY 2015**

**sbzgupta@gmail.com**

7/12/1  
5

to Divya, Amlan, rekha, panchali

Dear Ms Chandna,

Request your response to our email below.

Sanjay Gupta / Panchali Gupta

**EXHIBIT 11 – CUSTOMER EMAIL; JUNE 2015**

**From:** [sbzgupta@gmail.com](mailto:sbzgupta@gmail.com)

**Sent:** Sunday, 21 June 2015 16:33

**To:** Divya

**Cc:** 'Amlan Chowdhury'; 'rekha'; 'panchali gupta'

**Subject:** Re: HE0586

---

Dear Ms Chandna,

Thank you for your response.

May we request you to please clarify:

1. The list of statutory infrastructural provisions
2. The responsibility for each such provision
3. The reason for delay
4. The impact of each on the complex

Sanjay Gupta / Panchali Gupta

## **EXHIBIT 10 – UNITECH EMAIL; JUNE 2015**

**From:** Divya

**Sent:** Sunday, 21 June 2015 16:19

**To:** 'sanjay gupta'

**Reply To:** [divya.chandna@unitechgroup.com](mailto:divya.chandna@unitechgroup.com)

**Cc:** 'Amlan Chowdhury'; 'rekha'; 'panchali gupta'

**Subject:** RE: HE0586

Dear Sir,

At the outset we would apologize for the delay in response.

Construction of entire Uniworld City is off the planned schedule, mainly attributed to delays in statutory infrastructural provisions pertaining to Road, electricity, Water, Sewerage etc. which we have been facing for all our phases. However it is our Endeavour to ensure that we are able to reduce these lead times for delivery.

Warm Regards

**Divya Chandna**

Manager - Customer Relations

**Unitech Limited**

Uniworld City  
Horizons, Tower 7  
Unit 001 & 002, Action Area III  
New Town  
Kolkata – 700 160  
T +91 33 6450 2000  
M +91 9903027741  
F +91 33 4021 2010

**[www.unitechgroup.com](http://www.unitechgroup.com)**

 Please consider the environment before printing this email

## **EXHIBIT 9 – CUSTOMER EMAIL; JUNE 2015**

**From:** sanjay gupta [mailto:[sbzgupta@gmail.com](mailto:sbzgupta@gmail.com)]  
**Sent:** Sunday, June 14, 2015 1:37 PM  
**To:** Divya Chandna  
**Cc:** Amlan Chowdhury; rekha; panchali gupta  
**Subject:** Re: HE0586

Dear Ms Chandna,

We would like to table certain facts:

1. As per Agreement dated 10th May 2006 the date of possession was indicated ( per Article 5 of the Agreement) as 30th November 2009.
2. Subsequently, in response to our query, a letter dated 15th Feb 2010 was received from yourselves confirming handover to be expected by 2nd quarter, 2011.
3. We then received a letter from yourselves dated 23rd June 2010 wherein you indicated possession would commence from 1st quarter, 2011.
4. After a number of visits by us to site and in response to our query by email, you responded to us on 29th May 2013 that possession would be effected by end 2014.
5. Then on July 6, 2014 responding to our query, you communicated it would take 20-22 months to deliver possession of the apartment i.e. by 2nd quarter of 2016.

6. You have now written vide your email dated 12th June 2015 that handover is expected by 1st quarter, 2017.

Just for the record all payments to be made by us were duly effected by 15th July 2009.

May we request you to please explain, in detail, the reason for this extraordinary delay. Besides the impropriety of your actions ( in other words, breach of trust) this has caused serious personal difficulties for us and our aged parents since monies have been taken by you and delivery delayed, as indicated at this time, by over 7 years!

Sanjay Gupta/ Panchali Gupta

### **EXHIBIT 8 – UNITECH EMAIL; JUNE 2015**

On Fri, Jun 12, 2015 at 2:49 PM, Divya <[divya.chandna@unitechgroup.com](mailto:divya.chandna@unitechgroup.com)> wrote:

Dear Sir,

Greetings from Unitech!

The construction of Heights is under steady progress wherein possession has been given of 8 towers viz., tower 1,2,3,4,5,6,7 & 8. Currently the internal work is under progress in Heights tower -9 wherein entire workforce is engaged & we expect to handover Tower-9 in another 8-10 months and the next possession will be of tower 10. Given the current stage of construction we expect to handover Tower 10 by 1<sup>st</sup> quarter 2017, barring any unforeseen circumstances.

Warm Regards

**Divya Chandna**

Manager - Customer Relations

**Unitech Limited**

Uniworld City  
Horizons, Tower 7  
Unit 001 & 002, Action Area III  
New Town  
Kolkata – 700 156  
T +91 33 6450 2000  
M +91 9903027741  
F +91 33 4021 2010

**[www.unitechgroup.com](http://www.unitechgroup.com)**

 Please consider the environment before printing this email

## **EXHIBIT 7 – CUSTOMER EMAIL; JUNE 2015**

**From:** sanjay gupta [mailto:[sbzgupta@gmail.com](mailto:sbzgupta@gmail.com)]  
**Sent:** Wednesday, June 10, 2015 12:20 PM

**To:** Divya Chandna  
**Cc:** Amlan Chowdhury; rekha; panchali gupta  
**Subject:** Re: HE0586

Hello Unitech Executives,

Mrs Panchali Gupta visited Kolkata with the specific intention of assessing status of the project. We have had significant issues since the apartment is meant for aged parents who are in distress because of the huge delay.

A summary of her takeaways from the visit:

- Met Ms. Divya Chandna at Uniworld City, Rajarhat
- She declared that Tower 10 would be ready for possession in mid 2017 ("just 7/8 years behind schedule", per Ms Chandna)
- Confirmed that Unitech will pay Rs.7/sq ft per month of delay, this works out 9 plus lacs, a paltry sum for the delay and the money paid.
- Generally attitude: callous & indifferent

We are attaching a summary of our email interactions with yourselves over the years. Of course, this does not consider the many personal visits ( and the regular feedback till a couple of years ago "by next year").

Do let us know if you wish to respond.

Sanjay Gupta/ Panchali Gupta

## **EXHIBIT 6 – UNITECH EMAIL; JULY 2014**

On Sun, Jul 6, 2014 at 4:52 PM, Divya <[divya.chandna@unitechgroup.com](mailto:divya.chandna@unitechgroup.com)> wrote:

Dear Sir,

Greetings from Unitech!

Construction work is under steady progress in Heights wherein possession has been given of towers viz., tower 1 ,2,3,4,6,7 & 8. And soon we will deliver heights tower-5. Right now in Tower-9 the plastering work is in progress wherein maximum workforce is engaged and we will soon shift workforce to Tower-10 Heights. Given the current stage of construction we expect to **handover Tower-10 heights by another 20-22 months** ,barring any unforeseen circumstances.

Warm Regards

**Divya Chandna**

Manager - Customer Relations

**Bengal Unitech Universal**

22 Camac Street,Block-C, 4th Floor

Kolkata- 700016

T +91 33 64502000/65342931

M +91 9903027741

**[www.unitechgroup.com](http://www.unitechgroup.com)**

** Please consider the environment before printing this email**

*Disclaimer: The information contained in this electronic message and any attachments to this message are intended for the exclusive use of the addressee(s) and may contain proprietary, confidential or privileged information. If you are not the intended recipient, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately and destroy all copies of this message and any attachments.*

*WARNING: Computer viruses can be transmitted via email. The recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email.*

## EXHIBIT 5 – CUSTOMERS' EMAIL: JULY 2014

**From:** sanjay gupta [mailto:[sbzgupta@gmail.com](mailto:sbzgupta@gmail.com)]  
**Sent:** Wednesday, July 02, 2014 11:11 AM  
**To:** Divya Chandna  
**Cc:** Amlan Chowdhury; rekha; panchali gupta  
**Subject:** Re: HE0586

Dear Unitech Executives,

Can you please confirm status? This apartment is meant for our aged parents and continued delay is leading to serious personal and mental anguish - not to mention the unfavourable financial implications.

Thanks,  
Sanjay Gupta/ Panchali Gupta

## EXHIBIT 4 – UNITECH'S EMAIL: MAY 2013

On Wed, May 29, 2013 at 1:07 PM, Divya Chandna <[divya.chandna@unitechgroup.com](mailto:divya.chandna@unitechgroup.com)> wrote:

Dear Mr.Gupta,

Greetings from Unitech!

Construction work is under steady progress in Heights wherein in Tower-10 the IPS work and internal plastering work is in progress. Possession of the said phase has started with Tower-1,2,3,6,7 & 8 and soon we will deliver Tower-4.Given the current stage of construction we **expect to handover Tower-10 heights by end 2014**,barring any unforeseen circumstances. We have handed over more than 1500 units of Uniworld City of which more than 750 units are in Gardens & Horizons which are complete in all respect. The possession of Heights & Down Town has also started in a phased manner. The basic amenities pertaining to road, water, electricity, sewerage, security, housekeeping, pest control, power back up, elevator service, Retail stores etc are all operational. There are residents residing at Uniworld City & we have provided amenities viz., pool table, carom, chess, family lounge (with TV room), Multi court with Tennis, badminton, basketball & volley ball, skating rink, Swimming Pool, Club House with Banquet facility, Gym, Spa, Pool Car service etc. Please find attached herewith the recent photograph of Tower-10 Heights for your refrence

Warm Regards

**Divya Chandna**

Asst.Manager - Customer Relations

**Bengal Unitech Universal**  
22 Camac Street,Block-C, 4th Floor  
Kolkata- 700016  
T +91 33 64502000/65342931  
M +91 9903027741

**[www.unitechgroup.com](http://www.unitechgroup.com)**

 **[Please consider the environment before printing this email](#)**

*Disclaimer: The information contained in this electronic message and any attachments to this message are intended for the exclusive use of the addressee(s) and may contain proprietary, confidential or privileged information. If you are not the intended recipient, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately and destroy all copies of this message and any attachments.*

*WARNING: Computer viruses can be transmitted via email. The recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email.*

**From:** Amlan Chowdhury [mailto:[amlan.chowdhury@unitechgroup.com](mailto:amlan.chowdhury@unitechgroup.com)]  
**Sent:** 28 May 2013 16:33  
**To:** Divya Chandna  
**Subject:** FW: HE0586

Pls revert.....

Warm Regards

**Amlan Chowdhury**  
Head - Customer Relations

**Unitech Limited**

22, Camac Street  
Block C, 4<sup>th</sup> Floor  
Kolkata – 700 016  
T +91 33 2289 2000 / 6450 2000  
M +91 98319 55106  
F +91 33 2289 1530

**[www.unitechgroup.com](http://www.unitechgroup.com)**

 **[Please consider the environment before printing this email](#)**

*Disclaimer: The information contained in this electronic message and any attachments to this message are intended for the exclusive use of the addressee(s) and may contain proprietary, confidential or privileged information. If you are not the intended recipient, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately and destroy all copies of this message and any attachments.*

*WARNING: Computer viruses can be transmitted via email. The recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email.*

## **EXHIBIT 3 – CUSTOMERS’ EMAILS; MAY 2013**

**From:** sanjay gupta [mailto:[sbzgupta@gmail.com](mailto:sbzgupta@gmail.com)]  
**Sent:** 28 May 2013 16:26  
**To:** Amlan Chowdhury  
**Cc:** Boots; rekha  
**Subject:** Re: HE0586

Dear Unitech executives,

When can we expect a response?

Thank You,



Sanjay Gupta

On Wed, May 15, 2013 at 2:35 PM, sanjay gupta <[sbzgupta@gmail.com](mailto:sbzgupta@gmail.com)> wrote:  
Dear Sirs,

We are distressed at the inordinate delay in handover of our apartment. The communication below had indicated quarter 2, 2011. That was itself a significant delay v as originally promised. Since then, time just passes and all we get is information of further delays ( always after we follow up to find out).

Please note we are seriously inconvenienced personally and financially by this continued delay in completion and handover. All monies have been paid by us per schedule.

Please respond.

Thanks,

Sanjay Gupta and Panchali Gupta

## **EXHIBIT 2 – UNITECH’S RESPONSE: FEB, 2010**

On Mon, Feb 15, 2010 at 7:47 PM, Amlan Chowdhury <[amlan.chowdhury@unitechgroup.com](mailto:amlan.chowdhury@unitechgroup.com)> wrote:

Dear Mr. Gupta,

Greetings from Unitech!

Construction work is progressing steadily at Heights.

In tower 10, the brick work is nearing completion and internal work shall start soon. The possession of Heights shall start in a phased manner, from mid of 2010, barring any unforeseen circumstances. We expect to **handover tower 10 by 2<sup>nd</sup> qtr of 2011.**

**Warm Regards**

**Amlan Chowdhury | Sr. Manager - CRM | Ltd.**

22, Camac St. Block C, 4<sup>th</sup> Floor, Kolkata - 700 016

☎ Office: +91 33 2289 2000 / 2324 2000 | Mobile: +91 9831955106

Email: [amlan.chowdhury@unitechgroup.com](mailto:amlan.chowdhury@unitechgroup.com)

[www.unitechgroup.com](http://www.unitechgroup.com)

 **Please consider the environment before printing this email**

*Disclaimer: The information contained in this electronic message and any attachments to this message are intended for the exclusive use of the addressee(s) and may contain proprietary, confidential or privileged information. If you are not the intended recipient, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately and destroy all copies of this message and any attachments.*

*WARNING: Computer viruses can be transmitted via email. The recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email.*

-----Original Message-----

From: [sanjay.2.gupta@aexp.com](mailto:sanjay.2.gupta@aexp.com) [mailto:[sanjay.2.gupta@aexp.com](mailto:sanjay.2.gupta@aexp.com)]  
Sent: Monday, February 15, 2010 2:49 PM  
To: Rekha Arora  
Cc: Boz1; Boots; amlan chowdhury  
Subject: Re: HE0586

Thanks Rekha. When can I expect a response?

Sanjay

----- Original Message -----

From: "rekha" [[rekha.arora@unitechgroup.com](mailto:rekha.arora@unitechgroup.com)]  
Sent: 15/02/2010 02:46 PM ZE5B  
To: Sanjay 2 Gupta  
Cc: "Boz1" <[sbzgupta@gmail.com](mailto:sbzgupta@gmail.com)>; "Boots" <[panchali\\_gee@hotmail.com](mailto:panchali_gee@hotmail.com)>;  
<[amlan.chowdhury@unitechgroup.com](mailto:amlan.chowdhury@unitechgroup.com)>  
Subject: Re: HE0586

Dear Sir,

Your mail has been forwarded to customer care department, they will revert to you.

Regards,

Rekha Arora

Commercial Officer

Bengal Unitech Universal Infrastructure Pvt Ltd

22, Camac Street,

Block - C, 4th Floor

Kolkata-16

# 033 22892000

Fax : 033 22891530

[www.unitechgroup.com](http://www.unitechgroup.com)

## **EXHIBIT 1 – CUSTOMERS’ EMAIL DATED FEB, 2010**

----- Original Message -----

From: <[sanjay.2.gupta@aexp.com](mailto:sanjay.2.gupta@aexp.com)>

To: "Rekha Arora" <[rekha.arora@unitechgroup.com](mailto:rekha.arora@unitechgroup.com)>

Cc: "Boz1" <[sbzgupta@gmail.com](mailto:sbzgupta@gmail.com)>; "Boots" <[panchali\\_gee@hotmail.com](mailto:panchali_gee@hotmail.com)>

Sent: Saturday, February 13, 2010 2:35 PM

Subject: HE0586

Dear Ms Arora,

I have tried to connect with you on the phone - was not successful. Left my phone number - I guess, the message didn't reach you.

Can you please either call 09810037215 or write and let me know the following:

- status of completion of project
- expected date for handing over possession

Many thanks,

Sanjay Gupta