

From: "Smita Paul" <ssmita@siddhagroup.com>
 To: "Chandranshu Basu Thakur" <dbasu.2727@gmail.com>
 Date: 9/13/2020 4:39:35 AM
 Subject: RE: Serious Complains Against Siddha Group

Dear Sir/madam,

Greetings from Siddha. Thank you for your email.

Please be informed that as a gesture of goodwill and considering your case as a special one, the management has waived your interest amount being Rs.2,939/-. Therefore, the amount which you need to remit for interest is Rs.740/-, also sending you the interest calculation below for your reference.

Interest Calculation for Flat-801, BI-8, of Mr.CHANDRANSHU BASU THAKUR									
		Amount Due	Demand Date	Amount Due on	Amount Recd	Amount Recd On	Delay / Advance	Int Rate	Interest Amount
On Booking		51,000.00	1-Dec-19		51,000.00	1-Dec-19	-	12%	-
		4,080.00	1-Dec-19		4,080.00	26-Dec-19	-	12%	-
Within 30 days of Booking	20%	83,222.00	26-Dec-19	10-Jan-20	83,222.00	26-Dec-19	(15)	12%	-
		323,890.00	26-Dec-19	10-Jan-20	323,890.00	16-Jan-20	6	12%	Waived Off
		287,588.00	26-Dec-19	10-Jan-20	287,588.00	26-Feb-20	47	12%	Waived Off
On Commencement of Piling	10%	87,302.00	26-Dec-19	10-Jan-20	87,302.00	26-Feb-20	47	12%	Waived Off
		287,588.00	26-Dec-19	10-Jan-20	287,588.00	30-Mar-20	80	12%	Waived Off
On Completion of Ground Floor Roof Casting	10%	374,890.00	26-Dec-19	24-Mar-20	374,890.00	30-Mar-20	6	12%	739.51
									740

As on date, the amount which you need to remit is Rs.3,75,630/- (incl.of interest) and the due date for the payment is 23rd September, 2020.

In case of any further query, please feel free to get in touch with us and we will be happy to provide you the service.

Thanks & regards, Smita Paul
 Deputy Manager - Customer Care • Siddha Group • Siddha Park • 99A Park Street • Kolkata 700016
 P +91 33 40071515 • F 22274111 • E ssmita@siddhagroup.com • W siddhagroup.com



From: Chandranshu Basu Thakur [<mailto:dbasu.2727@gmail.com>]
 Sent: Friday, September 11, 2020 3:47 PM
 To: Siddha Accounts; Sanjay Jain; Shraya Patni
 Cc: Atanu Ghosh; Debasish Ghosh; Mitra Paul; Prodipto Dutta; Smita Paul
 Subject: Fwd: Serious Complains Against Siddha Group

FYI

Next week Friday, 18 Sep 2020, I will lodge a formal complaint in the below mentioned website, if my issue is not being solved by then.

----- Forwarded message -----

From: Office of WBHIRA <secy.hira-wb@gov.in>
 Date: Fri, 11 Sep 2020 at 2:39 PM
 Subject: Re: Serious Complains Against Siddha Group
 To: dbasu 2727 <dbasu.2727@gmail.com>

You can lodge a Complaint in this regard in the wbhira website under the heading online registration of complaints if the promoter company does not resolve your issue.

From: "dbasu 2727" <dbasu.2727@gmail.com>
 To: sanjay@siddhagroup.com, shrava@siddhagroup.com, accounts@siddhagroup.com
 Cc: prodipto@siddhagroup.com, atanu@siddhagroup.com, debasish@siddhagroup.com, "mitra paul" <mitra.paul@siddhagroup.com>, ssmita@siddhagroup.com,
 "Office of WBHIRA" <secy.hira-wb@gov.in>, info@rerafiling.com
 Sent: Thursday, September 10, 2020 9:03:51 PM
 Subject: Serious Complains Against Siddha Group

Dear Sir,

I am one of your customers of Siddha Suburbia Projects, holding flat number SSB/8/801. I purchased this flat in December 2019. By March 2020, I have paid 40% of the flat's valuation as per your requirement and intimidation. By March the flat registration was complete, I also paid part of registration fees and legal fees. **For reference check email trail dated 14th March 2020 from ssmita@siddhagroup.com**

I was informed in March in this same email that my registration deed/Sale agreement is ready to be collected. But till date I did not get it as whenever I have called your park street office they have turned me down giving excuses of pandemic.

On July 16th 2020, I received an email from care@siddhagroup.com about Mitigation measures and that the date of completion of the project has been extended by 12 months.

Now in view of the above circumstances I have some serious complaints that siddha group needs to take care off:

1. Till March I was getting a proper update about registration of my flat, the amount that needs to be paid, project progress. Since the pandemic took place, even though lockdown has opened and people have got back to work, I have stopped getting updates about anything regarding my flat, its progress and payments. Even I couldn't collect the Sale Agreement till date.
2. Today on 10th Sep 2020, I got a letter from siddha by post of some Demand Invoice(attached herewith) of amount Rs374888 behind which I can't find any logic! The last update about your project was on 16th July stating that you are extending the completion by 12 months, then from nowhere I received this invoice asking me to pay Rs374888? Where is your project completion report? Where is the update of your project re-starting after lockdown? If you talk about your website for updates then where is the link to the same?
3. In this invoice there is a mention of interest due of Rs3672 till 8th Sep2020.
 I mean, seriously?! There is no intimidation of your project progress, There is no intimidation of any payment schedule or due date. Your employees can not even handover a ready Sale Agreement/Deed for over 5 months. You are emailing customers about your project completion delay by 12months. And then you are sending this type of invoice with interest being charged?

Moreover, after getting this invoice, I called Rini Gupta(who sold this flat to me), some other person picked up and told me to call Mr Dutta(who is customer support head). After several times trying I could not get through to this person, so I called Park street office to talk to Smita or Rukhmini(who are in touch with me after the sales), after keeping me on hold for 5-10mins some lady told me that I have to mail this to the accounts dept in order to get it clarified. They can not connect me to accounts.

THIS IS YOUR CUSTOMER SERVICE? THIS IS YOUR AFTER SALES SERVICE?

Thanks & Regards,
Chandranshu Basu Thakur
Managing Director & Co-Founder
SCTA eBusiness Solutions Pvt Ltd
+91 9836409902



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