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## Fwd: For your attention | Apartment No. 4A1 on 4th Floor, Tower 10, HG Phase II

1 message

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**Abhishek Mazumdar** <mail2abhi81@yahoo.com>

Mon, 31 Aug, 2020 at 12:17 PM

To: nandu@belanis.com, sumit@hilandcal.com <sumit@hilandcal.com>

Dear Mr. Nandu and Mr. Sumit,

Namastey and I hope you and your family are doing well.

I request your kind attention and a few minutes out of your schedule towards below mentioned matter. I'm approaching you having not received any suitable response from the relevant teams.

Matter in gist:

My parents (both senior citizens, 66 & 64, invested their retirement fund in your project Hiland Greens back in June' 2014. With the project delayed beyond 2 years (scheduled handover 2018 beginning; before Corona lockdown started) they are now under acute financial crisis. The very purpose & interest for which the investment was made have not been fulfilled & they have had to make alternate arrangement.

I have therefore requested your Customer/ Sales team to refund us the full amount and so that my parents can get out of this financial mess. I'm hopeful you would look into this matter & do the needful.

सादर नमस्ते/ Sincerely yours,

Abhishek M

*on behalf of*

Sri Ashutosh Mazumdar

Smt Chandana Mazumdar

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

**From:** Abhishek Mazumdar <mail2abhi81@yahoo.com>

**To:** Customer Care <customercare@hilandcal.com>

**Cc:** crscare@hilandcal.com <crscare@hilandcal.com>; Customer Care <sales@hilandcal.com>; Sayan Sarkar <sayan@hilandcal.com>

**Sent:** Tuesday, 25 August, 2020, 01:44:32 pm IST

**Subject:** Re: For your attention | Apartment No. 4A1 on 4th Floor, Tower 10, HG Phase II

Date - 25th Aug 2020

Calcutta Riverside,  
1, New Bata Road,  
Kolkata 700140

Hello Hiland Group,

Greetings and I hope things are well on your side.

This is further to your response dated 5th March, which we received after waiting for 3 weeks & sending a reminder. A few points are pertinent at this stage to bring to your notice & are furnished herein below:

- We were not shortlisted for the Phase 1 draw, however we decided not to take the booking money (50K) back & received the allotment letter on June 16th 2014 for Phase II.

- My father, Mr. Ashutosh Mazumdar, meanwhile retired in November 2014, post completing his entire service tenure in DSP, Durgapur. He received a corpus amount & do not get any pension.

- A major share of his retirement fund, went to your project on the basis of good faith that the handover timeline would be honored. You failed to do that and consequently my parents are now stressed financially (both senior citizens & retired) &

mentally.

- You are more than 2 years behind previously communicated handover date (42 months post allotment i.e. 2018 beginning), much before invoking "Force Majeure" clause for Corona situation.

It is therefore imperative that you, Hiland Group, refund us the full amount that we had paid and bail us out of this state.

Please let us know your response in this regard.

Sincerely yours,  
Abhishek Mazumdar  
on behalf of

**Sri Ashutosh Mazumdar**  
**Smt Chandana Mazumdar**

On Thursday, 5 March, 2020, 12:05:59 pm IST, Customer Care <customer@hilandcal.com> wrote:

Dear Sir

This is with reference to your below mention mail , kindly note that you will get the handover of your apartment tentatively on july 2020 or else if you want to cancel your apartment, in that case a cancellation fees of 15 % of total cost (apartment cost + car parking cost) will be deducted along with the service tax / GST raised till date for your apartment. Also, please note that we would require approximately 6-8 months time to refund your balance money. Kindly confirm so that we can proceed with the said cancellation.

Thanks

Regards

**HILAND**

**Sales & Marketing Office :**

Anandlok Building,227 A.J.C Bose Road, Block-B,4<sup>th</sup>Floor, Kolkata -700020 , India

T: +91 33 4037 3535 F: +91 33 4037 3505

**Registered Office :**

225C,A.J.C Bose Road,4<sup>th</sup>Floor,Kolkata – 700020 , India

W: [www.hilandcal.com](http://www.hilandcal.com), [www.calcuttariverside.com](http://www.calcuttariverside.com) & [www.hilandgreens.com](http://www.hilandgreens.com)

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**From:** Abhishek Mazumdar [mailto:mail2abhi81@yahoo.com]  
**Sent:** Wednesday, March 04, 2020 4:22 PM  
**To:** Tapas Triparty; koushik@hilandcal.com; bratoti@hilandcal.com; Hiland; Hiland  
**Subject:** Fw: For your attention | Apartment No. 4A1 on 4th Floor, Tower 10, HG Phase II

Dear Hiland Customer Care Team,

Greetings.

This is to draw your kind attention and remind you of the email intimation (appended below) which you have not responded to, even after 3 weeks have passed. (I did, however, get the auto-reply immediately stating response would be sent by 48 hrs)

You are requested to let us know your response at the earliest. Looping additional email ids for visibility.

Sincerely yours,

Abhishek Mazumdar

*Son and on behalf of,*

Sri Ashutosh Mazumdar (Mob. 980087 7147)

Smt Chandana Mazumdar (Mob. 876880 4346)

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

**From:** Abhishek Mazumdar <mail2abhi81@yahoo.com>

**To:** Hiland <customercare@hilandcal.com>

**Sent:** Thursday, 6 February, 2020, 04:01:35 pm IST

**Subject:** For your attention | Apartment No. 4A1 on 4th Floor, Tower 10, HG Phase II

Calcutta Riverside,  
1, New Bata Road,  
Kolkata 700140

Dated: 6th Feb' 2020

Sir,

This email bears reference to our purchase of Apartment **No. 4A1 on 4th Floor, Tower 10** of Hiland Greens **Phase II** project back in 2014. Pursuant to your project handover deadline communicated earlier and relying upon good faith on the same, I, Mr. Ashutosh Mazumdar (First applicant aged 67 yrs) & my wife Mrs. Chandana Mazumdar (Second applicant aged 64 yrs), both senior citizens, invested in your project with our retirement fund & savings.

Having close to 6 years passed already, you have grossly failed to honor your previously communicated handover timeline of 42 months and > 2 years behind schedule. The very purpose of investing in your project, as a result, has not been met and we have undergone considerable mental stress owing to these circumstances.

We, therefore, intimate you to kindly refund the full amount that we have paid (at regular intervals & whenever demanded) towards the aforementioned apartment, along with interest (as per senior citizen rates) accrued for the period of delay. Please note any sort of compensation in lieu of the delay, does not make up for the current situation and neither does it benefit us in any way.

We are certain, you/ M/s. Calcutta Riverside would tender this matter its due consideration and act on it so that we can to continue to sustain our livelihood. We look forward to your response from the concerned person soon.

Best regards,

Abhishek Mazumdar

*Son and on behalf of,*

Sri Ashutosh Mazumdar (Mob. 980087 7147)

Smt Chandana Mazumdar (Mob. 876880 4346)

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## 2 attachments

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124 KB

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33 KB