



Kishor Banerjee <banerjeekishor@gmail.com>

Information's Regarding Refund

14 messages

Sudipta Ganguly <sudipta.ganguly@nkrealtors.com>
To: Kishor Banerjee <banerjeekishor@gmail.com>

Mon, Sep 28, 2020 at 4:58 PM

Dear Mr Banerjee,

This is to confirm you that as per management decision, 50% of your Refund amount will be transferred by end of this month and remaining 50% will be transferred by Mid or End of October 2020.

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Thanks and Regards,

Sudipta Ganguly | Team Leader Marketing

M: 90387 46903 | **O:** 033 - 4016 7700 | **E:** sudipta.ganguly@nkrealtors.com | **W:** www.nkrealtors.com | Follow us on :



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Kishor Banerjee <banerjeekishor@gmail.com>
To: Sudipta Ganguly <sudipta.ganguly@nkrealtors.com>
Cc: we care <wecare@nkrealtors.com>

Wed, Sep 30, 2020 at 1:07 PM

Hi,

Thanks and noted.

Since today is the end of the month, kindly share the payment transfer details of the first 50% amount of the total amount Rs. 531,000 by today only.

I have been waiting for a long time now and accepted your terms of transfer as well. Hope to get the same level of commitment from your end.

Regards,
Kishor

[Quoted text hidden]

Kishor Banerjee <banerjeekishor@gmail.com>
To: Sudipta Ganguly <sudipta.ganguly@nkrealtors.com>

Wed, Sep 30, 2020 at 8:31 PM

Hi,

Kindly note that INR 265,500 has been received today.

Hope to get the balance payment of 265,500 soon as well in Mid Oct as informed earlier.

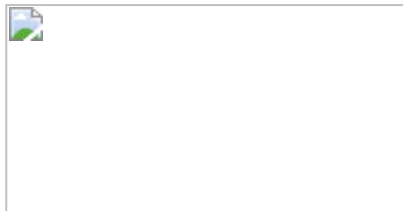
[Quoted text hidden]

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Thanks and Regards,

KISHOR SANKAR BANDYOPADHYAY

Contact : +91 76799 08 591 - India / +62 856 5855 0910 - Indonesia



Kishor Banerjee <banerjeekishor@gmail.com>
To: Sudipta Ganguly <sudipta.ganguly@nkrealtors.com>
Cc: we care <wecare@nkrealtors.com>

Wed, Sep 30, 2020 at 8:31 PM

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Kindly note that INR 265,500 has been received today.

Hope to get the balance payment of 265,500 soon as well in Mid Oct as informed earlier.

On Wed, Sep 30, 2020 at 1:07 PM Kishor Banerjee <banerjeekishor@gmail.com> wrote:

[Quoted text hidden]

[Quoted text hidden]

Kishor Banerjee <banerjeekishor@gmail.com>
To: Sudipta Ganguly <sudipta.ganguly@nkrealtors.com>
Cc: we care <wecare@nkrealtors.com>

Fri, Oct 30, 2020 at 9:08 AM

Hi,

Its time for the balance payment. Its been already long time since I am waiting. As informed from your side, I agreed to the terms you said for 50-50 payment. First half already received and as promised the balance half is to be paid by this month end. But till now there is no news from your side.

Today is 30th October and I need to know the payment status. Enough delay already done and its high time that you should do it positively. You cannot keep delaying the process after repeated requests.

Waiting for your reply with payment copy soonest.

Regards,
Kishor

[Quoted text hidden]

Kishor Banerjee <banerjeekishor@gmail.com>
To: paromita.chakraborty@gemscity.in

Fri, Oct 30, 2020 at 11:48 AM

Hello Ms Paromita,

As per our discussion by phone, kindly check the below email communication with Mr. Sudipto where it was promised that my payment will be done in 2 parts by the end of this month.

I have received the 1st part and still Rs. 265,500 is pending. Mr. Ganguly gave me your number and told to communicate with you as well for the payment.
Hence writing to you.

Kindly advice when I can receive the payment. Because its has been delayed and long time now and as promised by your company, the last date of payment is on 31st Oct.
Hope you understand and keep your promises about the payment.

Looking forward to hear from you soon.

[Quoted text hidden]

Kishor Banerjee <banerjeekishor@gmail.com>
To: we care <wecare@nkrealtors.com>

Fri, Oct 30, 2020 at 2:49 PM

Dear Mr. Rubul,

Below email forwarded for your reference.

[Quoted text hidden]

Paromita Chakraborti <paromita.chakraborti@gemscity.in>
To: Kishor Banerjee <banerjeekishor@gmail.com>

Sat, Oct 31, 2020 at 10:40 AM

Dear Mr. Banerjee,

We will get back to you soon regarding the refund.

[Quoted text hidden]

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Regards,
Paromita Chakraborti
Customer Relationship Manager
Gems City
Phn- 7003594727

Kishor Banerjee <banerjeekishor@gmail.com>
To: Paromita Chakraborti <paromita.chakraborti@gemscity.in>
Cc: we care <wecare@nkrealtors.com>

Sat, Oct 31, 2020 at 10:55 AM

Dear Paromita,

Please do so soonest. Reason being the timeline is provided from your end only. You people said and gave the timeline so pls follow the same.

Waiting to get your reply with payment confirmation soonest.

Regards,
Kishor

[Quoted text hidden]

Kishor Banerjee <banerjeekishor@gmail.com>
To: we care <wecare@nkrealtors.com>

Fri, Nov 6, 2020 at 11:00 AM

Cc: Paromita Chakraborti <paromita.chakraborti@gemscity.in>, Sudipta Ganguly <sudipta.ganguly@nkrealtors.com>

Dear WeCare Team,

Kindly note that still now there is no news of my balance payment. As per phone numbers received from Mr Ganguly, I called Ms Paromita but she is also unable to advice the date of my payment settlement.
Your team informed that the payment will be cleared in 2 parts and the full case will be closed within Oct end. But now when I am approaching them for the balance payment there is no news on the payment. I got the response that I have to be more patient because its under processing. Don't know til when this process will go on.

Kindly note that I am holding my patience for a long time now. I even agreed to your terms and deducted around 27,000 rupees from my total amount. Whereas the flat was booked in lockdown offer and your offer stated that there will be a full refund. But I did not want to go into deep so I let go off a good amount so that I can get the balance payment soon. But it seems your team and management is not at all interested in keeping their due promises which is obviously not a good gesture. I went to purchase the flat keeping in mind about your reputation in the market and

seems that I have done a mistake. Your team is not at all helping me to get the balance payment even after they promised the due date.

Kindly look into this matter as I am already on the verge of breaking my patience. Kindly release the funds within next week.

Hope to hear from you soon.

[Quoted text hidden]

Kishor Banerjee <banerjeekishor@gmail.com>

Thu, Nov 12, 2020 at 11:21 AM

To: we care <wecare@nkrealors.com>, saikat@nkrealors.com

Cc: Paromita Chakraborti <paromita.chakraborti@gemscity.in>, Sudipta Ganguly <sudipta.ganguly@nkrealors.com>, amitabha@nkrealors.com

Dear Team Gems City,

Today us 12th November and still there is no confirmation from your side regarding the date. Your team promised that it will be done within October but still now I have not received the balance payment.

I agreed for 50-50 payment, agreed for penalty deduction from my total amount and until now agreed all the terms, time frames that you provided. But it seems that your team is taking my patience and cooperation for granted. Because even after adhering to all the terms I am not getting my payment back. Is the customer always treated like this in your company? If the customer delays payment then you charge penalty. But now as you are delaying the payment what benefit I should get? If there is delay even after all this, then I should also get my full amount refunded that I paid without any deductions. I agreed to pay the penalty but even after that you are not releasing my payment. When I am following up, I am getting no response and a return message that says NO NEED TO FOLLOW UP, YOUR PAYMENT WILL BE DONE ON TIME. If this is the attitude for refund followup then you should stick to your words and release the payment on time. But you are not doing it, neither updating the date. If there is delay then what is the point of paying penalty to you guys?

You are keeping the penalty amount and then delaying the payment as well. So if there is delay then you should not deduct any penalty from me and return the full amount paid by me. If you people are thinking that only and always customers will suffer then I believe you are totally on a wrong notion.

Kindly take this matter seriously and advice the payment within this week. Enough of your PROCESSING responses. And if you cannot return the amount within this week, ask your management to return the full amount of RS 556,510 without any penalty cause its invalid if you don't adhere to your given terms.

Waiting to hear from you soon.

Regards,

Kishor

[Quoted text hidden]

Kishor Banerjee <banerjeekishor@gmail.com>

Tue, Nov 17, 2020 at 2:21 PM

To: we care <wecare@nkrealors.com>, saikat@nkrealors.com

Cc: Paromita Chakraborti <paromita.chakraborti@gemscity.in>, Sudipta Ganguly <sudipta.ganguly@nkrealors.com>, amitabha@nkrealors.com

Hi,

Do you people have the minimum courtesy to reply to client emails?

I am still waiting for your response on the refund date.

Regards,

Kishor

[Quoted text hidden]

Paromita Chakraborti <paromita.chakraborti@gemscity.in>

Tue, Nov 17, 2020 at 3:33 PM

To: Kishor Banerjee <banerjeekishor@gmail.com>

Cc: we care <wecare@nkrealors.com>, saikat bhattacharya <saikat@nkrealors.com>, Sudipta Ganguly <sudipta.ganguly@nkrealors.com>, Amitabha saha <amitabha@nkrealors.com>

Dear Mr. Banerjee,

We have processed your request. Hence trying to refund the cancellation amount asap.

[Quoted text hidden]

Kishor Banerjee <banerjeekishor@gmail.com>

Tue, Nov 17, 2020 at 3:40 PM

To: Paromita Chakraborti <paromita.chakraborti@gemscity.in>

Cc: we care <wecare@nkrealtors.com>, saikat bhattacharya <saikat@nkrealtors.com>, Sudipta Ganguly <sudipta.ganguly@nkrealtors.com>, Amitabha saha <amitabha@nkrealtors.com>

Hi,

On phone you said it will be done within 30th November. Earlier it was 31st Oct. You have already delayed it. I need a firm deadline. ASAP in your term is not true in its real sense.

Kindly advice the deadline for refund.

Regards,
Kishor

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