Norms for changes in possession dates:

(1) Customer Possession Date has a marketing buffer built-in when dates are given at time of launch.

(2) At time of terrace slab initiation or 6 months before marketing delivery date promised at DSS or 2 years from DSS, whichever is earlier, the date will be reviewed by COO Office (in consultation with Ops Strategy) (along with PD/PMH/CH and with assistance of CM Planners) and if there are any changes, same will be communicated to CC & Marketing. The maximum change permissible at this time is 9 months + duration of liaison hold exceeding 30 days (if any). This change has to be exercised very diligently and communication of any such change shall only be done by COO Office (in consultation with Ops Strategy) to Customer Care. In case of such communication, CC will communicate as appropriate to existing customers and also ensure that any agreements entered into after such time reflect the updated date.

(3) In case of a long duration stoppage of work at site (> 30 days) due to liaison or land reasons, an updated possession date shall be communicated to CC by COO Office (in consultation with Ops Strategy) upon restart of work. Such re-communicated date shall be in alternative to (2) (not in addition to), unless (2) has already been done prior to the stoppage starting. When a project is under liaison/land hold for > 3 months, COO Office (in consultation with Ops Strategy) should give update once a quarter to Customer Care comprising of:

(a) Expected timeline of resolution of liaison/land hold
(b) Possession date visibility in terms of "___ months after liaison/land hold is resolved".

(4) On upto one additional occasion, Ops Strategy along with PD/PMH/CH shall review the possession status 30 days before the last stated possession date and will be empowered to change the possession date by upto a maximum of 2 months, provided such info is provided by Ops Strategy to CC not later than 30 days prior to the last stated date of possession. While such changes and the issuance of PDL is generally to be communicated by Ops Strategy to Customer Care (with copy to COO Office), if COO Office is asked about the same it shall ensure that the concerned Ops Strategy person provides the relevant information within 48 hours of the query.

(5) No change shall be allowed except as stated in 2-4 above. COO Office is to keep a list of all such date changes. In rare cases, one additional date change other than the above can be made by Director-Operations and shall be communicated to CC by him/her.

(6) For any change under 2-5, a small note on the reasons (which can be realistically used to discuss with customers) should be sent along with the change to CC to enable CC to explain the reasons to customers. The note should also contain the following:

a. CC should take into account the circumstances such as ongoing sales drives, any ongoing customer angst causing issue etc. while determining the timing and manner of communicating this change in date.

(7) While communicating the final possession date for a wing, if there are any KCA's or important landscape areas which shall not be operational within 2 months of the said possession date, Ops Strategy should also convey to CC the timeframe (month) by when the Key Common Areas and important landscape areas will be operational (within the timelines as envisaged in the Possession Policy). This will enable CC to explain the timelines for operationalization of these facilities to the customers at the time of possession payment itself and reduce the information that the customers finds out after he makes possession payment.

(8) In projects where there is no Ops Strategy coverage, role enumerated above for Ops Strategy shall be played by PD/PMH.

(9) **It should be remembered that the Possession Date is a non-trivial milestone and any change to this has to be done after much thought and after exhausting all options to meet the committed date.**

(10) When a given month is communicated for possession, all Operations team should work towards the fact that the middle of the month viz. 15th is the possession date target, not the month end.

(11) Customer Care is requested not to add any further buffer to the Possession Dates.