Providing Customer Information of Site Progress

Since site visits by customers are not permitted during construction stage, it is necessary to provide information of site progress to customers on a periodic basis. This needs to be balanced against providing information of a very frequent basis which may be risky in the Indian regulatory environment.

To provide photographic evidence of progress (payment milestone related or after fixed time duration), following norms shall apply:

The said photographs shall:

(1) Be uploaded by PCA with title of the month of uploading and Wing name.
(2) Shall not carry date of photograph being taken (date to be disenabled in the digital camera)
(3) For RCC related stages below, photographs from two angles shall be provided evidencing no of floors completed.
(4) For non-RCC related stages, along with a photograph of the said activity, a photo of the external frame of the building evidencing no of floors completed shall also be provided.

Additionally,

(1) The portal shall be organized in such a manner that each customer has access only to the photographs for his/her wing and not the entire cluster/project.
(2) When a new photograph set is updated, all except the past 3 updates shall get deleted.
(3) Once a building or Key Common Area is finished, there are no restrictions on photographing the same and CC may do so as desired directly or through PCA.
(4) This policy, in no way, stops the right of CC to visit site for pre-possession letter dispatch inspection. Further, the normal process of Customer's visit for unit inspection prior to key takeover also remains unchanged by this policy. These shall continue to be governed by the 'Customer Unit Handover Process-Clarity between HFM and CC Policy.

Subject to the aforesaid,

For All Projects:

PCA will provide two photographs along with intimation of every payment milestone on the Customer Portal. After completion of RCC, if no payment milestone becomes due within 4 months from the previous photograph update, progress photographs shall be provided every 4 months regardless of whether a payment milestone is due or not. In addition, clubhouse photograph is to be updated whenever its first slab is completed.

Workstages for which evidence has to be provided (in chronological order):

(i) RCC + Brickwork + Plaster (latest workstage)
(ii) Flooring

(iii) Windows
(iv) Wall Finishing
(v) Lift Works
(vi) External Façade (including Painting)
(vii) Once evidence of i-vi has been uploaded, additional photographs of the aforesaid finishing activities (items ii, iii and iv).

If any demand stage occurs, prior to the chronological completion of the above workstage, evidence for the demand stage will have to be provided in super cession of the workstage chronology.

In addition, clubhouse photograph is to be updated whenever its first slab is completed.