SOP FOR ACCEPTING APPLICATION FORMS

Standard Operating Procedure

For Application Form Submission

Objective: This process document lists the timelines and allowed deviation for submission & rejection of application forms and process for accepting bookings which are submitted within 4 days of price change.

I. Price change:

Bookings will not be accepted by Customer Care at the old rates. The only bookings that can be accepted at the old rate are:

a. Bookings within specified timelines from a pre-approved list of hot leads communicated to Customer Care by Sales Strategy

b. SCUD approval with all SCUD guidelines applicable

c. Respective CC project in charge will take dump of Oasys bookings (inventory with status is "Booking") on the morning of price change. Any form outside this list and not included in above two cases will be rejected.

II. Submission of forms

Application form must be submitted to CC within 4 days of application date irrespective of price movement

Deviation

a. In case of a delay of more than 4 days and less than or equal to 10 days, approval from sales head will be required

b. In case of a delay of more than 10 days but less than or equal to 15 days, approval from Sales and Customer Care head will be required

c. Approval from CMO will be required if form is not submitted to CC within 15 days of application date

d. SCUD Cases will not require any approvals for delay in logging subject to SCUD policy

e. Above deviation shall be allowed only if application date is not changed and future payment will be received as per payment schedule

Approval Mode

Respective site head will send an email to relevant approving authority with reasons for delay, responses must be provided within one day post which it will be deemed as approved. In cases where deemed approval is considered for logging of application, a copy of same should be marked to Sales Strategist and CC Ombudsman while forwarding it to respective CC project in charge.

TAT for Rejection & Login

Segment	# of forms	Time window	Login & Rejection Confirmation TAT
HIGH END	1 to 5	Before 3 pm	Same Day
	5 & Above	Before 3 pm	Next working day
ASPIRATIONAL	1 to 5	Before 3 pm	Same Day

	5 to 15	Before 3 pm	By next working day
	15 & above	Before 3 pm	Within 2 working days
CASA	1 to 15	Before 3 pm	Same Day
	15 to 40	Before 3 pm	Next working day
	40 & Above	Before 3 pm	Within 3 working days

Important Notes

- Forms received post 3 PM will be considered as received on next working day
- The above table is not applicable for forms > 100
- Sales to mandatorily send an excel sheet by email when they despatch the physical forms
- CC will revert on the same excel sheet within the TAT as mentioned above
- Failure to send excel sheet will make the TAT invalid
- Cumulative number will be considered in case if bookings are received in the stipulated timeframe of TAT & FIFO Method will be followed

Note for Approving Authority

In case of delay in logging of forms, respective approving authority can provide below mentioned relaxation for completing first payment.

Login Day (from date of Application)	Relaxation for First Time Bound Payment
More than 8 days	3 Days
More than 12 days	5 Days
More than 15 days	8 Days

It is recommended that above mentioned relaxation should be provided for limited cases and necessary penalty should be levied by approving authority.

Frequently Accessed Links

Cancellation & Retention Policy Possession process Registration Process Name Change Policy Demand Generation process Transfer Policy
Payment Handling Process Customer Interaction Management Policy Customer Interaction Tagging - L1, L2 & L3 Customer DNC Process