

West Bengal Real Estate Regulatory Authority
Calcutta Greens Commercial Complex (1st Floor)
1050/2, Survey Park, Kolkata- 700 075

Complaint No.WBRERA/COM000727

Santanu Manna Complainant

Vs.

Krishna Hi-Tech Builders Pvt. Ltd.....Respondent

Sl. Number and date of order	Order and signature of the Authority	Note of action taken on order
01 29.01.2025	Complainant is present in the online hearing. He is directed to send his hazira through email immediately after today's hearing. Mr. Ramkrishna Das, Director of the Respondent Promoter Company is present in the online hearing. He is directed to send his hazira and Authorization through email immediately after today's hearing. Heard both the parties in detail. As per the Complainant, the fact of the case is that:- He has purchased a 3 bhk flat with a dependent car parking of 135 square feet as per the attached sale agreement. There are so many pending and improper works which have come to his notice. Swimming pool which has been mentioned under amenities is not mentioned in sanction plan. And there are so many things which are being done by the builder which is not according the sanction plan and the same is not informed to any of the allottees. It has been noticed that the project status is being mentioned as "COMPLETED" in RERA website. But the project is pending from far behind according to the actual facts and figures. Also he has not received any GST bill for my payments. Only money receipts were provided by the builder. Below are the list of pending and improper works which have come to their notice. Pending work list :- 1. Swimming pool 2. Other amenities not provided as communicated in brochure. 3. Not provided paving with grass bond tiles on driveway & car parking as per the brochure/development agreement 4. Fire Extinguisher not provided. 5. Window grill not provided in common area. 6. Grill not provided in security guard room. 7. Pending Finishing with anti-fungal paints on all internal wall as per the brochure	

8. Boundary lights pending in 3 side of wall excluding front Boundary.
9. Building drainage not connected with municipality main drainage.
10. Not provided common toilet in ground floor for security guard.
11. Water proof treatment is pending above the water tank & lift room for both the block.
12. Pending handover of parking area.
13. Number plates are pending for all flats.
14. Plaster & Putty are not done in parking area & common area.
15. Infrastructural works/finishing are pending in common area.
16. Ducts are fully open in both blocks.
17. Main gate & front boundary has not provided as per brochure & advertisement.
18. Electric wire not laying with conceal in ground floor & common area.
19. Acid cleaning & grouting still pending on the floor tiles of common area.

Improper Works List:-

1. Water pipeline on roof is improper.
2. Main gate is not as communicated.
3. Whole Building of outer and internal walls are full of Cracks.
4. Grouting not proper on Floor tiles of common area and internal flats floor also.
5. Water IRP is not properly functioning and not sufficient as Iron level/TDS level is very high.
6. Backup water Pump is required for both blocks.
7. Waterproof roof treatment is incomplete and not done properly.
8. One DG Machine is not sufficient for full power backup of 48 Flats & supply of full amenities.
9. Front gate and wall not done as per brochure & architect design wise.
10. CCTV is not covering the backside area of the premises.
11. Sufficient CCTV not given. Also not monitoring by anyone (Security guard).
12. Wall seepage & fungal showing some common areas.
13. Staircases are not covered with tiles.
14. Tiles completely not provided on the Lift corridor of the ground floor.

The Complainant prays before the Authority for the relief to get the pending and improper works completed as per the sale agreement, sale deed and brochure/advertisement.

After hearing both the parties, the Authority is pleased to admit this matter for further hearing and order as per the provisions contained in Section 31 of the Real Estate (Regulation and Development) Act, 2016 read with Rule 36 of the West Bengal Real Estate (Regulation and Development) Rules, 2021 and give the following directions:-

The Complainant is directed to submit his total submission regarding their Complaint Petition on a Notarized Affidavit annexing therewith notary attested copy of supporting documents and a signed copy of the Complaint Petition and send the original Affidavit to the Authority, serving a copy of the same to the Respondent, both in hard and scan copies, within **15 (fifteen)** days

from the date of receipt of this order through email.

The Respondent is hereby directed to submit its Written Response on notarized affidavit regarding the Complaint Petition and Affidavit of the Complainant, annexing therewith notary attested copy of supporting documents, if any, and send the original to the Authority serving a copy of the same to the Complainant, both in hard and scan copies, within **15 (fifteen)** days from the date of receipt of the Affidavit of the Complainant either by post or by email whichever is earlier.

Fix **26.06.2025** for further hearing and order.


(BHOLANATH DAS)

Member
West Bengal Real Estate Regulatory Authority



(TAPAS MUKHOPADHYAY)
Member

West Bengal Real Estate Regulatory Authority