

Circular No. 181

Subject: Precautions to be taken while handing over buildings for occupation by the tenants.

Certain instructions were given earlier in the form of the following Circulars indicating the precautions to be taken while handing over possession of flats to the allottees.

1. Circular No. 147 dated 16.5.86
2. Circular No. 148 dated 27.5.86
3. Circular No. 158 dated 20.12.85.

The underlying idea in all these Circulars is to see that the tenants are properly attended to and all facilities are given to them at the time of taking over possession of the flats. The BLA is a department oriented towards public satisfaction and, therefore, the satisfaction of the public shall be uppermost in our minds. Since the client actually pays for the building, the client is therefore very much concerned at the time of taking over possession. However since many of the tenants do not know what are the points they have to look into before taking over possession, the engineers will have to be particularly sympathetic and in order to inform the tenants about all the facts and create adequate confidence also in them.

Some of the tenants put in their life's savings in purchasing a house therefore they would be very much feeling harassed if certain points (which they conclude are serious defects) are not attended to properly.

It is seen that each area has a different method at the time of handing over possession of the flats while the BLA should satisfy the tenants and hand them over almost defect free house to the purchaser. There would be cases where certain defects could be existing at the time of handing over. This can partly be because of certain defects in the work or because the building was not in use for some time after construction or the premises were kept for some other use temporarily. At any rate confidence is to be created in the purchaser at the time of handing over possession and he should be assured that all defects would be rectified during the liability period. Apart from the rectification of the defects, etc., it is suggested that the engineers give to the tenant about 5 to 7 days of

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"defect reporting slips" each in triplicate at the time of handing over flat. These forms should be handed over to the tenant with the JE's initial. Each set will be in three copies. As and when the tenant desires to report any defects, he may write them in triplicate and present them to the JE who will acknowledge on one copy and take the other two. After compliance the JE will obtain compliance report (on the two copies with him) from the tenant. The JE will inform the Executive Engineer on one copy of the defect reporting form and simultaneously make a report in the register about the rectification of defects. In or any subsequent occasion, further defects come to notice within the defect liability period, the same programme of action will be followed by tenant and the DBA officials. The JE will keep the copies of all the defect rectification reports in his office as proper records. One set of the form would be available with the Executive Engineer also. A proforma of the defect reporting form which shall be in triplicate is enclosed. This circular may be put into practice from 1st February, 1987 positively.

Sc/- V.S.Murti
Engineer Member

Copy to:-

1. All Chief Engineers with three copies.

These instructions should be brought to the notice of All SAs/ESAs/ASAs/JEs.

D. Prakash
(On Prakash)
Director (Works)