

PRESIDENT
Domnic Romell

IMMEDIATE PAST PRESIDENT
Boman Irani

PRESIDENT-ELECT
Ajay Ashar

STRATEGIC ADVISOR
Abhishek Lodha

SENIOR VICE PRESIDENTS
Parag Shah
Jayesh Shah
Sukhraj Nahar
Sandeep Raheja
Rasesh Kanakia

VICE PRESIDENTS
Bandish Ajmera
Shailesh Puranik
Pritam Chivukula
Amit Thacker
Jackbastian Nazareth

SECRETARY
Dhaval Ajmera

TREASURER
Nikunj Sanghavi

JOINT SECRETARIES
Tejas Vyas
Pratik Patel
Sunny Bijlani
Rushi Mehta

JOINT TREASURER
Gurminder Singh Seera

COMMITTEE MEMBERS
Shahid Balwa
Subodh Runwal
Parag Munot
Nainesh Shah
Mukesh Patel
Munish Doshi
Rajesh Prajapati
Shailesh Sanghvi
Parth Mehta
Harmohan Sahni
Jayvardhan Goenka
Umang Kuwadia
Prashant Khandelwal
Binita Dalal
Ayushi Ashar
Samyag Shah
Ricardo Romell

SPECIAL ADVISORS
Ar. Hafeez Contractor
Adv. Parimal Shroff
Anuj Puri

STATISTICS AND RESEARCH
Dr. Adv. Harshul Savla

INVITEE MEMBERS
Rahul Sagar
Ramkrishna Raheja
Nishant Agarwal
Harsh Hiranandani
Ajay Nahar
Azim F. Tapia
Cherag Ramakrishnan
Vijay Lakhani
Jayesh Chauhan
Aditya Shah
Shraddha Goradia
Sudhanshu Agarwal
Hussain Lalani
Sahil Parikh
Aditya Mirchandani
Rushi Ajmera

YOUTHWING CONVENOR
Naman Shah

PROCUREMENT CONVENOR
Nimish Ajmera

WOMEN'S WING CHAIRPERSON
Sejal Goradia

To,
Shri Ajoy Mehta (Retd. I.A.S.)
Chairman,
MahaRERA
Bandra Kurla Complex,
Bandra (E), Mumbai - 400051

Sub: Suggestions on Quality Framework to be submitted quarterly for each project.

Respected Sir,

Greetings from CREDAI-MCHI!

May we refer to the discussions held on Friday, 12th January 2024 with members of CREDAI-MCHI and CREDAI-Pune, regarding submission of the quality assurance framework. Following the productive discussions held on 12th January 2024, regarding the submission of the quality assurance framework, we are pleased to present our suggestions in line with the requirements for external and internal finishes of projects.

Based on the inputs received from our members, we are submitting herewith the suggestions on the quality assurance framework formats for external and internal finishes of the project, which is necessary for the customers to be assured of a durable apartment/office without constant need of repairs and maintenance for the same.

Sir, considering the practical issues, you were kind enough to agree and consider a **dual system**, whereby the developers who have the brand, scale or organizational strength etc., can engage in an internal system of assessment, and for those developers who cannot implement the same internally, a MahaRERA – empanelled quality agency could be appointed.

Furthermore, CREDAI-MCHI and CREDAI-Pune Metro express its willingness to provide QA/QC experts for project audits, adhering to MahaRERA's requirements and thus would also separately set up services for its members by qualifying as MahaRERA's qualified certifying agency for quality assurance. These experts would diligently audit projects, demonstrating our dedication to transparency and accountability in the real estate sector.

The idea is that whether internal assessment or external agency assessment, the same set of parameters and the attached formats are followed so that the customers will have the same report across all the projects. The reports have been formulated in such a manner that they are simple and easy to implement and comprehensive enough to ensure a very robust quality assurance regime for the consumer.

We are submitting the format in a single attachment for your kind consideration:

A) A quarterly update with 13 points, in which, in the remarks column, we will mention building and flat numbers/building faces for external assessments, checked by our quality team for each activity post-individual completion, which we post quarterly, so that by the end of the project the entire site is covered. The 13 points are basic and assure the customer that they are comprehensive for his assurance of quality and easy to implement.

Maharashtra Chamber of Housing Industry

Maker Bhavan II, 4th Floor, 18, V. Thackersey Marg, New Marine Lines, Mumbai - 400 020.
Tel: 42121421, Fax: 4212 1411/407 Email: secretariat@mchi.net Website: www.mchi.net

CREDAI-MCHI CHAPTERS : THANE | KALYAN-DOMBIVLI | MIRA BHAYANDAR | RAIGAD | NAVI MUMBAI
|
BHIWANDI | PALGHAR BOISAR | SHAHAPUR-MURBAD | URAN-DRONAGIRI |
VASAI VIRAR | ALIBAG | KARJAT-KHALAPUR-KHOPOLI | YOUTH NMR

B) The checklist, upon completion of the project, will be uploaded at the end when the customer takes possession.

C) In the attached form, the client also signs off at the end to ensure that the end-to-end solution is assured. Page 1 is for the QAQC Framework submission. Page 2 is the final handover checklist.

We may be given an opportunity for further discussion regarding the adoption of the quality assurance report as per the date and time convenient to your good self, prior to implementation. Your guidance and insights will be invaluable in refining these processes before implementation.

Thanking you,

Yours sincerely,
For **CREDAI-MCHI**



Domnic Romell
President



Dhaval Ajmera
Hon. Secretary

Encl.: 1) Quality assurance check list to be uploaded every quarter covering every apartment through the life of the project.
2) Quality checklist at the time of handing over to the customer.

Quality assurance checklist to be uploaded every quarter for every apartment.

Suggested Quality Assurance Frame Work to be submitted quarterly for each project:

Project Duration: January 24 to March 24

1. Organization's Quality Policy:
A written statement from the management stating that, ensuring the quality of work is our top most priority & required human resources, infrastructure, technology, tools & authorities will be provided to ensure a pro-active approach with an aim to achieve desired quality & to eliminate probability of re-work.
2. A list of "Inhouse Quality Team" (1 full time QC Engineer for 50000 sq ft)
 - a. Quality Manpower:

S. No.	Name	Designation	Education	Experience (Yrs.)	Coverage
1	ABC	Quality Manager or project manager	BE/Diploma Civil; PGDM	10	Part Time
2	XYZ	Site Engineer quality Engineer	BE/Diploma Civil	6	Full Time
List to continue as required					

3. QAQC Records: (All records are maintained on file)

S. No.	Activity	Training & Mock-up	Sample Testing	QC Inspections conducted (This Period)	
				Area Location	Remarks
1	Masonry	12-Nov-23	12-Nov-23		Flat Nos.
2	External Plaster	18-Dec-23	19-Dec-23		Face of the building
3	Internal Plaster				Flat Nos.
4	Flooring/Dado				Flat Nos.
5	Kitchen Platform/Stairs				Flat Nos.
6	Water-proofing				Flat Nos.
7	Plumbing/Fitting	22-Oct-23	24-Oct-23		Flat Nos.
8	Drainage/ Sanitary ware				Common areas
9	Doors/Shutters				Flat Nos.
10	Windows				Flat Nos.
11	Electrification				Flat Nos.
12	Painting (Internal)				Flat Nos.

This is to certify that, we have conducted trainings, mock-ups & Quality Testing for the specific activities as listed in above Table.

Additional remark; (if any)

Sign/Date:		
Name:		
	Project Manager or Quality Manager (HOD)	Management (Nominee)

Quality check list at the time of handing over to the customer.

Final hand-over checklist (To be signed for each unit jointly by Project Manager, Possession Engineer & unit owner)

Name of Organization: _____

S/No		Work element/check points	Acceptance (Ok)	Remarks
1	Plaster	Line, Level, Plumb, Finish	Ok	
		No cracks, No bulging, No waves	Ok	
2	Flooring, Skirting & Dado	Line, Level, Edges, Grout, Finishing, Slope	Ok	
		No damage, No cracks	Ok	
3	Kitchen Platform/Stairs	Line, Level, Plumb, lay-out, Dimensions.	Ok	
		No damage, No reverse slope.	Ok	
4	Water-proofing	No leakage, No damage.	Ok	
5	Plumbing & Fittings	Location, Operation, Flow of water	Ok	
		No leakage, No damage.	Ok	
6	Drainage/Sanitary ware	Height, Location, Operation	Ok	
		No damage, No reverse slope.	Ok	
7	Doors/Shutters	Line, Level, Operation, Fittings, Locks	Ok	
		No damage, Gaps filled.	Ok	
8	Windows/ Shutters	Line, Level, Operation, Fittings, locks, Mosquito net	Ok	
		No damage, Gaps filled	Ok	
9	Electricals/ Boards & Switches	Operation, Appearance, Line, Level	Ok	
		No damage,	Ok	

Project : _____ Unit No: _____

The above unit has been inspected and found at the time of checking without any deficiencies.

Sign/Date:			
Name:			
	Project Manager	Possession Engineer	Flat Purchaser/Allottee