

S.No.	Party	Subject	FAQs	Standardised Answer
136	Affordable Housing Bazaar.com (AHB)	Finance	Can we collect Cheques / Cash from Customers home and deposit the same - where	Yes you can, to facilitate the customer or if customer has called for or if AHB portal has called for and if the customer is dodging to avoid payments, however AHB does not always entertain this practice as this may at times create a nuisance and burden. Collected cheques may be deposited at the nearest AHB Local Office (Associate NGO Office). After depositing the cheque at the AHB Office, please don't forget to collect the Payment Receipt immediately and provide it to the customer. Payment deposits would reflect on the portal and the customer would receive an SMS as well after the payment is entered in the system.
137	Affordable Housing Bazaar.com (AHB)	General	What TraininAHB are provided	Product TraininAHB, Sales Training, Portal, Tablet & Mobile App Training, Soft Skills TraininAHB, etc. are provided to all AHB
138	Affordable Housing Bazaar.com (AHB)	General	How much time in a day do we have to spend for AHB activities	It purely depends upon what potential you see and the time that you could devote to generate the revenue you require based on the targets provided. There are no stipulated working hours at AHB. You are our associates.
139	Affordable Housing Bazaar.com (AHB)	General	Do we get compensated for travel expenses	AHB does not provide any reimbursement / compensation for any travel expenses to DBS Budget Housings
140	Affordable Housing Bazaar.com (AHB)	General	Are we provided uniforms and tablets free of cost	AHB Provides Uniforms and Tablets to a select few of the Associated NGO Partner. It is at the discretion of the Project Director at the NGO to issue the same. Cost of Uniforms and Tablets are borne by AHB. A Photo Identity Card is also provided to all Registered DBS Budget Housings free of cost.
141	Affordable Housing Bazaar.com (AHB)	General	Are we insured by AHB, so in case something goes wrong - fatal / non-fatal accident our families may get compensated	AHB stipulates requirements to AHB's Associated NGO of getting all DBS Budget Housings and the AHB Staff at the local level to get insured for third party.... Accident insurance policy....
142	Affordable Housing Bazaar.com (AHB)	General	Do we get a bike to travel	No AHB does not provide an vehicle for travelling nor does it provide any fuel reimbursement. This will have to be managed by you at your own expense or may be from your own earninAHB.
143	Affordable Housing Bazaar.com (AHB)	General	We want to become a AHB, I want my friend to also become a AHB	Yes you can. Please contact the nearest AHB Office in your town / city. The NGO Associate of AHB would guide you in the process of DBS Budget Housing Registration. Please note that there are some pre-requisites to become a DBS Budget Housing (e.g. min. age, gender, min. education, family and work background and reputation, living the location since, contacts, etc.) which the associate NGO Staff would help you out with. You can also invite your friend through the same process
144	Affordable Housing Bazaar.com (AHB)	General	What is the monthly revenue that AHB can give us if we work full time with AHB	AHB does not assure any fixed monthly income. AHB also doesn't require you to work full-time. The revenue that you generate would depend on the total number of bookinAHB you have made on the AHB Portal after your registration as a AHB. Note that to be an active DBS Budget Housing there are targets which you need to achieve. Typically one confirmed booking would fetch you a revenue of @ Rs. 5,000/-. BookinAHB done by you and the Pay-outs and Cancellations would all reflect in your AHB Dashboard.
145	Affordable Housing Bazaar.com (AHB)	General	Can AHB directly hire us instead of a commission agent	AHB has limited team in each town / city to oversee its operations. In case AHB requires a staff the same would be known through the AHB's Associate NGO in your town / city. You may please contact them for more information.

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146	Affordable Housing Bazaar.com (AHB)	General	Can I work as a AHB on Part-time Basis, Can I work on Full-time basis	AHB does not have any requirement of being a Part-time / Full-time as DBS Budget Housing. It depends upon you as a DBS Budget Housing how many hours of work you put in and get BookinAHB. Of course there are targets to achieve each month / quarter. AHB itself doesn't entertain you to be wholly dependent on this work as a solitary source of revenue for your family.
147	Affordable Housing Bazaar.com (AHB)	Pay-outs	How much retainer / salary do we get if we get associated with AHB	There is no salary / retainer provided to an DBS Budget Housing. You work only for commissions on actual sales / bookinAHB done.
148	Affordable Housing Bazaar.com (AHB)	Pay-outs	What is the Min. / Max. Commission	Commission depends on the type of unit (1RK, 2RK or 3RK) you sell as a DBS Budget Housing. It is the lowest for a 1RK unit (@ Rs. 3,000) and the highest for a 3RK Unit (@ 9,000). However these figures vary depending upon the city that you operate. You don't get part commissions for getting leads. Unless and until a booking is not confirmed and registered on the portal, you will not get your commission. The commission that you are eligible to received and that you have already received would be visible on your dashboard on the web application / portal and the mobile app. Please note that upon a cancellation of your unit, your commission would be debited from your account. All these would showup on your dashboard.
149	Affordable Housing Bazaar.com (AHB)	Product	What are the Targets, what if we exceed them, what if we fail short	The Project Director at the AHB Office in your city with whom you are associated would provide you with the targets time-to-time. Your targets would also be visible on the dash board of your web application & mobile application. You will be additionally rewarded if you consistently exceed your targets for 3 months. If you consistently don't meet your targets for 3 months, you will no longer be able to continue as a DBS Budget Housing.
150	Affordable Housing Bazaar.com (AHB)	Technology	Is the SIM / Mobile Data charged from us	There is no SIM Card provided on the tablet. The SIM Card Slot is locked. You can get connected to upload / download AHB updates only through a Wi-Fi network.
151	Affordable Housing Bazaar.com (AHB)	Technology	How do we get updates on new projects on our system	The system is always online and updated constantly. You would get alerts on your dashboard if new projects are launched. You can click the alert to get more information on the projects. Also you can search on the portal or tablet for new projects and updates. While using a tablet you will have to ensure that you reach the nearest AHB and connect with its Wi-Fi to get updates.
152	Affordable Housing Bazaar.com (AHB)	Technology	My tablet is lost / broken / not in working condition, do I get a new one	Usually the Tablets offered to DBS Budget Housings are limited to a few numbers in each town / city and is issued under the purview of the Associated NGO. It is the NGO Project Director who decides on who receives and who doesn't receive a Tablet. The Tablets are provided free of cost and remain the property of AHB. It is between you and the Associate NGO to decide on the course of issue of a Tablet. It is your moral responsibility to take care of the equipment provided to you. Please note that the Tablet provided to you are locked for security reasons and does not allow any other app to operate. Damaged Tablets are recovered by AHB from the NGO Associate and only then a New Pre-Loaded Tablet is issued by AHB.

**AHB has done the final inspection of our units before possession and has given a huge list of thinAHB to be corrected, we don't think we will be able to complete all of them even in the next 2-3 months, what do we do, Can AHB get us agencies incl. housekeeping agency to do up the job. Who pays for it.**

AHB has to ensure that only a quality assured unit is provide to our customers. If you think you are not capable of completing the stated works well within time, we request you to contact our AES / Technical Team so that they can undertake and depute a suitable agency to get thinAHB corrected upto the desired standards of AHB. The payments to those agencies will be directly debited from your account and provided to those agencies as per the agreement terms of yours with AHB.

**The frequency of AHB Technical Intervention is too much**

AHB would always like to ensure that the quality of work and timely completion of the project is always adhered to at all times by all Associated / Co-Branded Project Developers. We assure the same to our Customers. In order to ensure this our AES / Technical Team has to follow set protocols of inspections and reporting. In case the Developer feels the intervention is too much or there is any sort of harassment from AHB side, you could contact our BD Head directly to sort out any such issues.

**We don't have good agencies / technology / PM skills, can AHB help get us**

Yes AHB has AES (Architectural & Engineering Services) who can provide you with the necessary PM Skills and guide you as a Consulting Advisory Service of AHB.

**What if we are at this stage not able to solve a customer complaint or AHB issued Technical Complaint**

A reasonable complaint needs to be addressed at whatever cost by the co-branded developer, because that's part of your commitment with AHB as per the agreement. However in case you feel you are not in a position to close the same within a reasonable time frame, you can contact our AES Team. They, by all means, would find an alternative solution to resolve the complaint. But if this comes as part of the Developers intent not the close complaints, AHB reserves the right to resolve the same through its own means and recover the associated costs from the Developer's account. This is mentioned in the Agreement. Any non-compliance / resistance to this may result in termination of the Developer's agreement with AHB.

**What if we don't agree to the requirements of AHB Specifications**

AHB would like to assure a certain quality of work and a certain minimal specification in the Developer's project for its customers based on the price point the product is offered to the customers. AHB generally frames the requirements and specifications based on the same. However if the Developer has a better alternative specification, AHB would evaluate the same and let the Developer execute the newly agreed specification. However if the Developer does not agree to meet the AHB specifications as agreed upon at the time of agreement with AHB, then AHB reserves the right to lower the price of its sale price to the customer and hence the purchase price offered to the Developer. If the Developer does not agree on this, AHB reserves the right to terminate the association with the Developer as per the agreement.





















