

Customer	General	Basic Terms and Definitions used in the Local Construction Industry by Developers, HFIs, MFIs, NGOs and Approving Authorities which a Typical Customer should get acquainted with / know...
Customer	Product	What are the Types of Apartments you offer at GS
Customer	Pricing	What is the Price Range of Apartments you offer at GS
Customer	Product	What are the Finishing Specifications that I get
Customer	Product	What are the Amenities in the Project
Customer	Finance	I want to buy a Home, My Monthly Family Income is (10,000, 25,000 or 45,000 - How Can I)
Customer	Finance	My income is less than 10,000 per month do you have something to offer me
Customer	Finance	What is the Booking Amount and How do I pay and to whom, What is the Down Payment / Margin Money I have to pay, Is there no Zero Down Payment Scheme like in Consumer Loans

Customer	Finance	I don't have any Margin Money to pay, how can GS still help me buy my home
Customer	Process	I want to Book a Home in a Project that I like, Whom do I approach and what are the steps
Customer	Finance	What is the EMI I would have to pay... When would it start... is there any Pre-EMI... what is Pre-EMI
Customer	Finance	What is going to be the Rate of Interest on my Loan and the Min. / Max Loan Tenure
Customer	Finance	Which HFIs are there for offering Housing Loans
Customer	Finance	What Documents are required for Booking a Unit / Getting a Loan - What if I don't have the complete Documents, do I still get a loan
Customer	General	Why should I buy a Home through GS and not directly, what assurance / guarantee do I get
Customer	General	What if GS doesn't fulfil what they have promised... say Delay in Delivery

Customer	General	Can I call the Consumer Courts if I am not happy with what GS had promised and delivered
Customer	Process	I want to currently block a Unit of my Choice in a project for a few days, how many days can I hold that upto
Customer	Product	I find quality issues at the Developer's site I have booked the apartment, what do I do now - I want to complain - how can I and within how many days will it get attended to and closed
Customer	General	Can GS help me dispose off my existing house.. Can they find me a customer and a good price
Customer	Product	I want the possession of my apartment faster due to some issues at my end, can GS help with some intermediate arrangement
Customer	Product	What if I don't take / accept possession of my unit at the moment due to a constraint at my end (I don't have the other charges money with me and I need time)
Customer	Product	What is the breakup of the other charges
Customer	General	Does GS and its men get a commission from what I pay for my home

Customer	Technology	I am not tech savvy, how do I benefit out of the Mobile App, I don't have a smart phone then do I get some SMS updates in my language, Is the Mobile App available in my language
Customer	Technology	Do I get updates on my mobile on the progress of work at site, Do I get updates on my mobile on the Next Stage of Activities and Reminders on My Next Due Payment
Customer	Technology	Do I get to see on my Mobile a brief Statement of my Payments - what I have already paid and what is further due and when
Customer	Technology	I registered on GS Portal on my name, but I want to book a unit on my wife / relative's name, if it possible
Customer	Product	Do you provide any rental apartment so that I can take it now and later when my financial position is good, I may be able to buy the same apartment / another apartment
Customer	Product	I want to buy an apartment and put it up on rent, can GS help me find a tenant, would GS charge me to get one
Customer	Product	What if I wish to Cancel my Booked Unit, which I have not taken possession of or If I wish to cancel my unit, what is the protocol and how soon can I get my money refunded back - if my loan is already sanctioned / I have just paid the margin money then... is there any money that will get deducted (what is the % deducted)
Customer	Product	I don't like the unit design / size / price range / specification of what GS offers in my city at the stated price.. I want to buy through GS, can GS offer me something new soon / I don't want to buy a unit right now, but I want to register with GS and get updated on what projects are coming up in the future in my city so that I may book later

Customer	Service	Can GS guide me on increasing my Family Income
Customer	General	I would like to suggest one of my relative / friend to book in GS provided units... do I get any discounts / commissions on it, Is there any referral scheme and discount associated.. If yes, how and when do I get compensated
Customer	General	What if I myself would like to become a GS.. Can I
Customer	Finance	What if there is an eventuality at my home and the earning member dies / become incapable to pay the EMI any further.. Is there an Insurance that saves the family from cancelling & evacuating the home that we have taken from GS, What if we booked, got loan sanctioned, were waiting for possession and our earning member died all of a sudden... do we cancel... what next
Customer	Service	After repeated complaints, GS / Developers have not been attending to / solving our issues related to quality where can we go further and to whom...
Customer	Product	I find some issues with the legal documents of the property issued by the Developer, does GS not scrutinize those documents before issue to us
Customer	Product	GS told something and the Developers have provided something else, I have a complaint
Customer	Product	How much is the Super Built-up Area Loading as compared to what we get as Carpet Area, is it comparable with the industry

Customer	Product	How many two-wheeler / four-wheeler parking do you provide per unit, is it Reserved or Paid Parking
Customer	Product	How much is the maintenance fees / charges - is it monthly or a fixed initial amount
Customer	Product	What the GS had promised in terms of amenities, GS / Developer hasn't been able to fulfil.. Whom should we complain
Customer	Product	We want to combine two adjacent houses, are we allowed to do that... we want some change in the finishes the developer is providing, can we do that.. At what cost - What if I want extra items in my unit... can the developer provide and at what cost...
Customer	Product	I want to cancel my apartment in Project A and transfer the same in Project B, is it possible... from Block A to B or Unit No. X to Y.. Is it possible.. What is the procedure and cost
Customer	Product	Can we book the apartment on joint names of family members - how many members max - Can I transfer / Change a Name midway after booking
Customer	Finance	After we pay all the loan amount... how do we get an NOC and documents back from HFI
Customer	Finance	What if we default in paying our EMI for 1-2-3 months
Customer	Finance	Just because we couldn't pay subsequent EMIs, we want to shift into some other project which is coming slower / at a later possession date.. Do we cancel and rebook, or we get transferred to another unit
Customer	Service	I want to sell my apartment

Customer	General	We are from out of State from UP / Orrisa / Bihar... can we book... I am a Muslim / Christian / Sikh...
Customer	General	I want to start a shop inside my premises on the Ground Floor, Can I
Customer	Finance	I want to cancel my apartment all together and get a refund.. How much money do I loose... will it be kept as a Credit Note till I book another apartment with GS somewhere else
Customer	Service	What other Services does GS Offer... insurance, furniture, maintenance... what benefits do I get in case I take those from GS
Customer	Product	Is there anything free along with my booking an apartment - Two Wheeler, Fridge, Furniture, Home Appliances, etc. when do I get the delivery
Customer	Finance	My wife is not an earning member, however I want to buy the unit on her name to get benefit of Taxes, Can I. Is there any benefit if I book on my wife's name or any other woman at home . Can I make payments on her behalf.. How
Customer	Finance	How do I get Govt. Benefits - e.g. PMAY Scheme - what is the protocol, would GS help me get that, when will I receive the subsidy money, would it come to me / be provided to the HFI, What if there is a delay, how can I track the current status of it
Customer	Product	What if what GS promised as its Assurances ---- from Developers is not fulfilled / violated / delayed... do we get back any money

Customer	Finance	Can I get a loan from any other HFI other than that suggested by GS
Customer	Finance	Is the Project approved from other HFIs other than listed in GS
Customer	Finance	Can we increase / decrease the margin money / loan amount... how...
Customer	Finance	I have 3 members in my family who earn, but not all have a bank account / cheque income... our household income is high, but we don't have an income proof like PAN Card / Bank Account or Identity Proof like Ration Card, Aadhar Card, etc.
Customer	Service	What services will we get after we come into stay in the apartment
Customer	Service	What if we don't get any of those services promised to us even if are willing to pay for it nominally on a monthly basis
Customer	Product	I got a transfer to another state / city and now I would like to cancel / transfer this property and book another property in the city I will be moving in. Can GS take back this property and give me another. Can my loan be transferred
Customer	Product	Can GS help me sell my existing unit as I would now like to book a bigger unit in another project of GS
Customer	Finance	I have been an ideal customer for GS with regular payments.. Do I get a loyalty bonus / discount if I wish to buy another / second unit through GS
Customer	Product	I found that the area claimed in brochure and by Developer and GS are quite less than the Actual Carpet Area of my Flat.. Have I been cheated by GS / Developer... Who would attend to our queries / grievances
Customer	Product	I would like to gift a unit to someone (my son / daughter / employee)... can I do this through GS

Customer	General	I would like to share my experience with GS, does GS have a platform to capture my experience and take to the world
Customer	Product	What if I want extra items in my unit... can the developer provide and at what cost...
Customer	Product	Do I get drawings of electrical and plumbing.. So that in the future if I want to modify anything I can do that without GS help. Are As-built Drawings kept on GS Website
Customer	Product	I want to see the progress of work on site on my apartment, can I go to the project site to see for myself
Customer	Technology	I have stopped getting updates on my Mobile App..., I am not able to access the mobile App now... it used to work earlier
Customer	Finance	Is there a way to pay an EMI through Online Payment
Customer	Finance	I want to issue cheques to GS as part of my EMI, can they collect it from my home every month and deposit it with the HFI
Customer	Finance	Are auto Debit Facilities of EMI available from my Bank Account
Customer	Finance	What if I want to foreclose my loan. Do I have to pay some foreclosure charges
Customer	Finance	Do I have to issue PDCs all the time. What if I want to cancel / hold a month's payment
Customer	Finance	Do I require to have a Bank Account in order to book a unit with GSs. Can GS help me as I don't have an Bank Account right now.

Customer	Finance	We receive too frequent calls from GS for paying up the money (Margin money, EMI or Other Charges), we are fed up - each time it's a new caller, they are threatening us to cancel the booking
Customer	Finance	What is the rate of interest on the MF taken from MFI. How much time do I get to pay that up. What if I default with the MFI or for that matter HFI
Customer	Service	What services do we get after we come and stay in our apartment
Customer	Finance	Can Payments be made in Cash
Customer	Finance	Do the Developers Charge anything in Cash