

Dear Friends,

Yet another incident happened in Tower 6, at around 6 PM today, wherein the lift stopped for about five minutes with residents in it and they had to get out of the lift from a height with help of the Security. This is despite the fact that the Mitsubishi technical team were checking the lift at that time, but without any prior information their technicians stopped the lift to check some feature. This is a major negligence and lapse and calls for a formal complaint, which we are filing now. Under no circumstances can such lapses be ignored. I now hear that another lift stoppage happened in Tower-2 for a minute at about seven pm.

Further, in continuation to the formal complaint in respect of the earlier incident in Tower-6 and letters sent by me to UFM and Technical Team Convenor, the feedback is as follows:

1. We have not received any formal reply from them, but they are in constant interaction with the Mitsubishi team, which is checking all the lifts across all the seven Towers.
2. Mitsubishi is the OEM and has been given the comprehensive AMC also. They have escalated our issue to their HO but the results on the ground are not at all satisfactory, especially after today's unpardonable incident/s.
3. In a meeting on the subject this morning, UAAO Office Bearers and Technical Team Convenor have advised UFM to inform Mitsubishi team to replace all the 29 lifts as clearly there is a systemic and batch fault with most of the lifts in addition to their unsatisfactory maintenance, as is evident from repeated incidents.
4. Though UFM has deputed a lift man at Tower-6 today but am not sure how effective he is, based on my interaction with him at the site.
5. It is also imperative to bring to your notice that the Regulatory agencies are investigating the matter, and the attached Show-Cause Notice is self-explanatory. Clearly Safety, Security and compliances cannot be compromised with.
6. We are once again advising UFM and Mitsubishi to address this lift issue on a war-footing with all serious earnestness and to send their most competent team to address this issue immediately. The situation is an emergency now where not only technically, but additionally basic SOP's on lift maintenance have failed colossally.
7. Whilst our Technical Team Convenor has been interacting with UFM and Mitsubishi on this issue almost on a daily basis, I request him to provide his technical opinion in this entire matter at the earliest.
8. I am also arranging a meeting at 9.00 am on Saturday (10th Aug'24) with UFM, Tower-Captains, Mitsubishi Regional Head, their Senior officials and Tower-6 residents at Tower 6, as the situation is really grave.
9. I will be writing tomorrow to the Directors of BNRI to bring to their notice formally of today's lapse and also to impress upon them to escalate the issue of replacement of lifts at the highest level in Mitsubishi.

This update is for your kind information and views of the residents on this issue are solicited

Regards,



Sanjeev Nandwani
President, Urbana Association of Apartment Owners (UAAO)
President@urbanaaao.in
(8th August, 2024)

GOVERNMENT OF WEST BENGAL
DIRECTORATE OF ELECTRICITY
11, N S ROAD, KOLKATA - 700 001

NO.CEI/ 630

Dated, Kolkata, 01.08.2024

From :: The Chief Electrical Inspector, West Bengal.

To :: The Manager,
Bengal NRI Housing Complex Ltd,
Premises No. 783, Anandapur,
Kolkata-7000107.

Subject: Show Cause Notice Regarding Malfunction of Lift Number 18 at Tower 6

Ref: Site Visit of the undersigned on 31.07.24 and meeting at the office of Directorate of Electricity on 01.08.24 in presence of Jt. CEI, WB, Bidyut Naskar of Urbana & Suman Kayal, Joydeep Bannerje, Anindya Bose and Amalendu Sarkar from Mitsubishi.

Dear Sir/Madam,

We came to know from reliable source that on 27.07.2024, Lift Number 18, located at Tower 6 in the Bengal NRI Housing Complex, experienced a significant malfunction. This lift, which is the middle lift of a three-car group control system, was reported to have malfunctioned, causing considerable distress to the residents.

Furthermore, it has been reported that the rescue operation to address the lift malfunction and assist the trapped residents took an inordinate amount of time.

You may be well aware that as per the West Bengal Lift, Escalator and Travelator Rules, 2022 and as also mentioned in every Lift Licence, "Lift should be operated by an authorized lift attendant".

In light of the above, you are hereby requested to show cause within seven (7) days of receipt of this notice as to why appropriate action should not be taken against you for the following:

1. Failure to maintain Lift Number 18 in proper working condition.
2. Delayed rescue operation, which posed a serious risk to the safety and well-being of the residents.
3. Any lapses in following the mandatory maintenance and safety protocols for the lift.
4. For non-deputing Lift Attendant for each and every lift of the complex, round the clock.

Please provide a detailed report outlining the following:

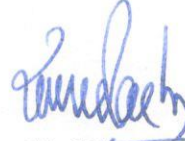
- The cause of the malfunction of Lift Number 18.
- The exact duration taken for the rescue operation to commence and conclude.
- The current maintenance schedule and protocols for all lifts in the complex.
- Number of Lift Attendants and their Authorization Number from the Govt. of West Bengal
- Steps taken to prevent recurrence of such incidents in the future.

Contd.....

Your prompt response and cooperation in this matter are imperative to ensure the safety and well-being of all residents in the Bengal NRI Housing Complex.

Failure to respond to this notice within the stipulated time frame may compel this office to initiate stringent action as per the relevant laws and regulations governing lift safety and maintenance.

Yours sincerely,



Chief Electrical Inspector
Directorate of Electricity, West Bengal

CC: Mitsubishi Elevator India Pvt Ltd, Kolkata:- You are instructed to investigate the whole incident and submit the detailed report on technical failure of the equipment/instrument and Action Taken to prevent such type of failures, especially for the moving electronic parts in consultation with the experts of your company.