

Minutes of Meeting of Board of Members
held on 15th September, 2024
at B1 Auditorium, Club Urbana

1. The meeting started at 10:45 against the schedule time of 10:30 due to lack of Quorum initially.
2. President requested everyone to rise for the National Anthem.
3. Out of 47 members – 14 members requested for LOA; 31 members were present. Leave of Absence was granted to: Rajiv Ganeriwala, Sujata Todi, Amit Tekriwal, Suchismita Mukherjee, Mamta Agarwal, Shukla Das, Syed Akbar Imam, RS Bansal, Aninda Palit, Sanjay Doogar, Uday Mukhopadhyay, Ajay Chaudhury, Manoj Bajaj, Anil Jhunjhunwala
4. President on behalf of the house wished Birthday greetings to Mr. Sujoy Chatteraj and prayed for his good health and prosperity.
5. The minutes of the previous meeting held on 18th August were confirmed and approved by the members present
6. The President once again requested the members to attend the Board meetings on time, not to leave the meetings mid-way and to keep the forenoon of the Board meeting free and dedicated for this purpose.
7. Further, he commended Mr. Ankit Choudhary for his efforts in forming the Whatsapp group

Secretary's Report

8. A **Health check-up camp** was organised for UFM staff by Lions Calcutta Greater in association with UAAO where 7 tests were performed for appx 300 UFM staffs in the Medical Bus, It was truly a successful camp benefitting the UFM staffs.

Though UAAO was not directly involved, but still for a specific reason mention is made on the outcome of The Eye Check Camp organised on 31st Aug'24 by Rotary Club of Kolkata Urbana with Central Kolkata where 153 drivers were tested and the startling fact is 100 out of 153 drivers were found having vision impairment and spectacle were prescribed which is close to 65% that establishes how ignorant we are about Driver's vision. So, we all must get Driver Eye Tested to be sure.
9. The **Digitisation Committee** has decided to increase MyGate adaption from current level of below 70% and ensure every Urbanite whether owner or tenant use MyGate. Campaign has been initiated to encourage to download and start using MyGate who are not using currently. Another campaign is ongoing to make Urbanites aware of different useful features of Mygate by sharing easy to understand handbook showcasing step-by-step. For example, residents normally call Helpdesk, they are encouraged to 'Raise a Complaint' at Mygate which is faster and allows to track status, will assist to monitor complaints and resolution. Next in Q, Pre-approval of Guests, Cab etc, followed by how Tenants can join and thereafter Security features, The plan is to bring all Urbanites under MyGate umbrella and make best use of MyGate features. I'm extremely thankful to Mrs. Smita Saraf for her passion who is creating all the handbooks and taking keen interest.

By sharing relevant MyGate link, Mr. Vikram Saha have already been requested to get the 'Pet Profile' created by all pet owners, also upload vaccination certificate as it will be extremely helpful.

10. **Automation of Vehicle and Manpower movement:** For the last one month we have been seriously working on a plan to automate vehicle and pedestrian entry/exit through main gate, also vehicle at basement parking. The plan is to by using AI, recognize vehicle by its number plate thru ANPR cameras and people by capturing Face image. Since there is no such installation at any housing complex at Kolkata currently, wider search for vendor and technology partners are being made, had meetings with 4 vendors from across the country, also with mygate technical team. Security team as well UFM are integral part of the initiative and participating in all such meetings and discussions. It might entail heavy capex and substantial opex but ultimately can reduce manpower gradually resulting into savings besides seamless user experience.

11. **Website:** The UAAO website (www.urbanaaao.in) was officially launched on Ganesh Chaturthi. The primary objective of the website is to share with members and residents all important updates and announcements, committee reports, UFM Forms, Notice and Minutes of all Meetings. It also provides details of different committees with convenor & members and responsibilities, Name of all Board of Managers listed, however contact details removed at the suggestion of few Board Managers.

To make it data driven, we require correct e-mail id and mobile numbers of all 1150 UAAO members, so far around 735 members mobile number could be confirmed and added to UAAO Notice Board WA group. The web designing firm gave a ballpark of 150k as additional cost to make the website data driven and would need appx 6 to 8 weeks' time and can start only after Puja holidays, so Board need to decide whether to make it data driven or not.

12. **Display on Digital TV Network at Urbana.**

Annual cost of running TV is appx 9 lacs per annum, details already shared in the proposal (Annex A). The number of Advertisement that can be displayed is restricted by TV memory, so limited number of commercials can be played. To generate revenue upon meeting the expenses, suggesting to revise tariff to 70k for 12months, 40k for 6 months, 25k for 3 months and 12k for 1 month. BoM approved the commercials tariff as per Annx A, subject to following additions:

- 50% discount to Urbanite Women Entrepreneurs
- 25% discount to Urbanites booking advertisement for their own business & services

KN proposed a very nominal charges to be paid by UCSF for running their sponsor's commercials to recover TV network operational expenses as appended in Annx A. However, VP Mrs Debjani Mukherjee insisted to waive off charges completely for the 4 month's period between September to December. KN cautioned by doing so, the objective of garnering net revenue upon meeting operational expenses may not be possible since Sept to Dec is the peak season for the advertisers and ultimately UAAO will be losing as it has to bear all the expense but won't have any revenue.

13. **Restructuring 'Aesthetics, Digitisation & Misc. Committee'**

KN had approached President by sending mail on 4th Sept'24 requesting to restructure Aesthetics, Digitisation & Misc. Committee elaborating the rational. The matter was discussed at the Office Bearers meeting on 5th Sept'24 where President agreed to include it in the agenda for the next Board meeting on 15th Sept'24. Accordingly, KN proposed the restructured committee as detailed in Annx B, duly approved by Board of Managers.

Treasurer's Report

14. Treasurer Mr. Harish Kabra stated that UFM and BNRI are arm twisting and to anything and everything they are holding it back saying that they are having financial crunch. In his opinion UFM should be sitting on surplus funds due to the following:

- Bank OD of UFM is Rs. 4 crores
- Payment outstanding to supplier of UFM as of date is Rs. 3.36 crores
- CAM outstanding as of date is Rs. 1.86 crores.

Therefore, UFM should have a surplus fund of Rs. 5.5 crores (Rs. 4 + Rs. 3.36 – Rs. 1.86)

Further he mentioned that UFM is incurring losses.

- Rs. 5 Lakh per month in the Urbana – 2
- Rs. 1.5 Lakh per month in Bungalow
- Rs. 4 lakh per month in club

So, the total amount to the tune of Rs. 10.50 Lakhs per month has to be compensated by BNRI as this falls under the ambit of BNRI but they are not taking any initiative in this respect and are transferring the whole losses to tower CAM.

The CAM committee is examining the whole document and probably by next week they will be able to come out with some solution.

Mr. Prabir Paul, Convenor, Security Committee, explained about the SOP already shared.

SOP – Better Living: Much awaited general guidelines for the residents stating Do's and Don'ts which was circulated earlier, presented by the Convenor of Security Committee. Members appreciated such elaborate guidelines. Few Members raised couple of observations which were responded by the co-convenor KBM. It was resolved that certain points need to be reviewed. A three members group was constituted comprising of Vikram Saha, Jayanta Guha and Souvik Chakravorty will complete the review by 7 days' time frame and the SoP will be released thereafter.

Mrs. Debjani Mukherjee, VP and Co-convenor, Technical Committee updated on following matters:

15. Advisory Service by JLL

UFM has placed an order on JLL for advisory services. JLL commenced their work months back and regularly (weekly) submitting their key findings. The snag lists (Key Findings) prepared by JLL is very exhaustive. However, the Remarks/ Recommendations in few instances noticed are not conclusive. The items indicate the deficiency in our maintenance process. Needs to debate on performance measurement. In few occasions the frequency of checking for safety items are to be reviewed. After crucial meeting on "Detail Inspection" process, JLL submitting detail check list for the most of the critical systems/ subsystems. Key Findings are getting reviewed by Technical Committee and UFM. And further action for each item is recorded by UFM.

16. Domestic Water supply (Pressure Fluctuation/ Piping inspection)

UWA technical committee discussed the subject issue with UFM and BNRI earlier and issued an action plan.

17. Domestic Water Quality:

UFM has submitted the water testing reports. Needs a further review.

18. Window external Silcon work and Façade Issues:

- Received Consultant Report
- Need more time to review and respond.

She also read out the Technical Committee Minutes for the meeting held on 9th Sept'24, which is annexed here as Annx C

Mr. Tarun Kumar Basu, Assistant Secretary and Convenor of AMC/Procurement Committee shared his view on the following points:

- 19. Whatsapp Group:** TKB stated that initially we have decided that two Owners groups will be created (a) UAOAO Notice Board, wherein on Admin will be allowed to post messages (b) UAAO Members group for internal discussion, wherein members will be allowed to participate to exchange their views related to well-beings of the residents.

The first Whatsapp group i.e. Urbana AAO Notice Board was created on 24th August, 2024. Adding 1140 members in this group was not an easy task. It was decided to take help from Yash Jhunjhunwala of T2, who has contributed immensely to finalize the Owners data and Ankit Chowdhury who had done the job of merging UWA Members groups.

As of date 734 members are added in Notice Board group. The process is delayed to the fact that bulk additions of names at one go will be under the scanner of Whatsapp authority as suspicious transactions resulting blockage of the mobile number through which these transactions are processed. We are expecting the completion of the task in another two weeks' time.

- 20. Procurement SOP:** TKB placed before the house the "Procurement SOP" which was circulated amongst the members beforehand. TKB acknowledged the contribution made by Tapan Biswas of T4 and Goutam Basak of T5 to prepare the SOP. The house approved the SOP. The document is attached as part of this Minutes and marked as Annx D

- 21. AMC FOR SNAKE MANAGEMENT SYSTEM:** TKB Submitted the review report of AMC for Snake Management System. It was highlighted that considering the fact that constructed areas have increased and there has been luminous the spotting of snakes has been reduced. The current contract provides that daily deployment of snakes' rescuers will be three persons from 6 am to 10 pm in 2 shifts and 2 persons from 10 pm to 6 am. Committee suggested to reduce the number from 3 to 2 for shift from 6 am to 10 pm and for night shift reduce 1 person. The Committee also suggested to provide one Mobile Phone with dedicated number which will be notified to all residents for quick response. Copy of the report is attached herewith (Annx E). The House approved the proposal.

Shri Rajesh Singhal, Co-Convenor Clean Urbana and Convenor Welfare Committee, briefed on the following matters:

22. Construction work in front of Tower 1

- a) With regard to the construction in front of Tower-1, Clean Urbana Co-convenor Mr. Rajesh Singhal presented the matter to the house stating that under the solid waste management and to adhere to the compliance of State and Central Government issued through KMC, BNRI is constructing an additional Composter beside the existing one.
- b) Further they are constructing one shed for sorting out waste. Initially this waste was being sorted out in the open and as recommended by domain expert (MD of Orion Pest Control, Resident of Urbana, Board member of UAAO Prakash Sasidharan) that such sorting should be done under the

shed, a shed is being constructed. Further, Orion Pest is also treating the solid waste by sprinkling some chemical to arrest the flies. Report from Mr. Prakash, MD – Orion Pest Control is attached as Annx – F for reference.

c) Several members including Mr. Sujoy Chattaraj, Mr. Manish Hirawat raised their concerns that BNRI might be planning to construct a Cooling tower over there and wanted the office bearers to clarify on the matter. Further MH also asked that when this process was initiated why this murmur is going on about the construction of Cooling Plant and what was the condition for approval of the same. RS informed the house that the drawing submitted by BNRI through UAAO for approval does not have any provision of Cooling Tower and further assured that as and when BNRI chooses to make one, BNRI will have to take consent and approval from UAAO and hence it will be taken up at that point of time.

d) Upon getting affirmation from the house GM – UFM was called in the meeting and following questions were asked to him:

- I. Are you constructing a cooling tower at the composter unit.
- II. Are you constructing shed for sorting of solid waste

His responses were as under:

- I. Cooling tower construction is part of the club renovation, which is still under the discussion stage, as of now there is not such plan for construction of the same. The approval being requested by BNRI to UAAO is only for the composter unit and at this juncture there is no provision for cooling tower.
- II. The president asked GM-UFM to confirm whether they are doing any construction of cooling tower at this location as of now under the current construction plan. GM-UFM categorically replied that there is no such plan of constructing of cooling tower under this construction program.
- III. With regard to the shed for sorting of solid waste, GM confirmed that a shed is being constructed for the same under the construction plan.

23. Bengal Gas

RS presented the Bengal Gas matter to the house. He has made one discussion paper on the subject matter and same is being presented to the house as attached (Annx – G). The key features are:

- PNG is a safer alternative as compared to LPG but safety aspect can only be considered if the whole complex is under PNG or at least the whole tower is under PNG. Dual fuel operation will only lead to more complication.
- At the project stage PNG was considered to be cheaper as compared to LPG because of the price mechanism of PNG at that point of time but, as PNG price mechanism is open market and LPG price is regulated, the saving that was anticipated is not reality now a days and on top of that due to the calorific value of PNG being lesser than the LPG the overall monthly bill value has increased and is in the range of 20 – 100% increase.
- Further, during the meeting with Bengal Gas people on 8th august, the said matter was discussed in details and they opined that a reduction in the monthly invoice may be achieved by replacing LPG gas stove with PNG burner as LPG burner are not compatible with PNG.
- Further RS informed the house that a trial is being conducted by UFM and Bengal Gas by putting one burner at his place which has been put into operation on Saturday 14 September' 2024 and based on his periodic assessment (daily, once in 2 days or once in 3 days) he will be able to assess reduction in the gas consumption and accordingly will inform UFM and the house.
- Further he informed the house that it is possible for us to reconvert from PNG to LPG but the current infrastructure of LPG risers is pathetic and needs to be replaced immediately.

- Further he also stated that each resident is paying Rs. 150 per month towards LPG charges under CAM, so as far as PNG users are concerned, they are paying higher bills due to PNG as well as contributing towards LPG charges under the CAM. This needs to be looked into
- President informed the house that we collectively need to take a call on PNG or LPG at the soonest. He stressed that LPG infrastructure is very bad, pipes are corroded and rusted and looking at the safety aspect this needs to be addressed on an immediate basis and it is felt that it is most unlikely that we will convert to PNG in light of the issues being faced by current users of PNG.
- He requested the house to evaluate this further so that we can reach to a conclusion/consensus for further action on the subject matter

24. Access to the Club only through club card

Couple of months back UFM had opened a small gate next to club reception and has posted a guard over there adding no value to the security aspect. By opening the gate UFM allowed anybody and everybody to enter the club. UAAO has been objecting to the same and finally UFM has agreed to close the gate and ensure access to the club only through the club access card. For doing the same each and every member of the club will have to pass through the security gate. The subject matter was approved by the house and accordingly an email would be sent to UFM – GM stating the following:

- All access to club shall be through access card only
- The same shall be implemented wef 21 September
- UFM will circulate msg to this change through adda and MyGate everyday in next 3 – 4 days so that each and every resident gets to know about it.

25. Double entry exit

The board discussed and approved the Tower 5 double entry/exit proposal and it was also agreed by the Board that Towers 1, 2 & 4 may propose a similar double entry-exit. The 'Tower-Captains' were advised to prepare their proposal, obtain the consent of the residents of respective tower and then forward their proposals to the 'Technical Committee'. Once approved, the President of UAAO could finalise and approve them, under subsequent intimation to the Board. The President shall have the option to seek advice and support from any member or committee if necessary.

26. Lift matter

The house expressed significant dissatisfaction with the current state of the lifts in all the towers, especially after several incidents in recent months that could have led to severe consequences. The poor response, slow speed and inadequate technical competencies from Mitsubishi (the OEM and the service provider) is the key concern. It has been noticed that some residents escalated the issue to the government authorities, resulting in a show cause notice issued by the Directorate of Electricity (attached as Annx – H).

Board members, Mr. Ashish Paul and Ms. Tramila Bhattacharya, along with residents of Tower 6, highlighted the dire condition of the lifts in the tower-6, stressing that this could lead to a major incident.

Shri Abhishek Jalan pointed out that we are paying approximately ₹79 lakh annually for the AMC to Mitsubishi, but given the substandard services being provided by them provision for financial penalties should be considered.

Mr. Susanta Mallik suggested that since the lifts are about 10 years old, we should evaluate the possibility of replacing them by assessing "Life Cycle Cost" or "Replacement Cost" analysis. The

President agreed to discuss the matter with the 'Technical committee' and requested the members of the Technical Committee present to evaluate the possibility of the same.

GM-UFM, Shri Shankar Mukherjee, informed the house that Mitsubishi has initiated a process to test and rectify all the lifts across the 7 towers, but this could take up to three months. The slow pace of work and UFM's handling of the situation were met with surprise and frustration from the house, which stressed the urgency of addressing the matter on a war footing. Given Mitsubishi's slow progress despite the significant AMC payments, the house proposed recommending deducting the value of one quarter's AMC fee as a penalty

Several members questioned the technical competence of the Mitsubishi team. Therefore, the house agreed that UFFM shall ask Mitsubishi to provide a comprehensive report on all the lifts to UAAO within 7 days. UFM shall take up the matter with Mitsubishi hierarchy and shall inform them about the dissatisfaction of UAAO on the poor state of affairs on the lifts. Further the President emphasized about the seriousness of this issue and requested the Tower Captains to submit reports on the lifts in their respective towers within 48 hours. It was decided to compile the reports received and examined by the technical committee, and escalate the matter with UFM and Mitsubishi. He assured that in coordination with BOMs all necessary initiatives will be taken up to address this issue as lifts are an important infrastructure and life-line for high rise buildings

The house expressed its dissatisfaction over the condition of the lifts in all the towers. Various incidents have been reported during the last couple of months and which could have resulted into very serious consequences. The response of Mitsubishi (OEM & AMC) is not up to the mark. Due to ineffective working of these lifts some of the residents have raised this matter to the Govt. authorities and a show cause notice has been issued by the Directorate of Electricity. The same is attached as Annexure-3. Various board members namely Mr. Ashish Paul, Ms. Tramila Bhattacharya and other residents of Tower-6 raised the issue that condition of the lift in Tower-6 is pathetic and can result into a very serious incident.

Few of the members also expressed their concern on the technical capabilities of Mitsubishi team. After lot of discussion, it was concluded that GM-UFM will discuss the matter with complete hierarchy of Mitsubishi and shall ask Mitsubishi to present comprehensive report on all the lifts to UAAO.

President informed the house that this matter needs to be taken up very seriously with Mitsubishi and he requested that Tower Captains of each tower to give a report of all the lifts of their towers in next 48 hours to the President and advised the 'Technical Committee' members present to take up the matter with UFM and Mitsubishi.

27. President asked the Board members to **volunteer** to join in the following committees.

- KMC committee
- Committee for a 'Vision Document'
- Committee for a 'Communication Policy'

28. Miscellaneous Points:

During the discussions, it was observed that some Committee Convenors were not keeping their committee members informed or discussing matters in detail within their committees. The President expressed his surprise that Convenors were presenting proposals for approval without informing/consulting their respective Committee members. He stressed that the goal is to build a


cohesive institution through teamwork. He urged all Committees to function more collaboratively and ensure that all members are involved in discussions and decision-making.

Similarly, on the matter of cost for the digital advertisement, Mr. Jayanta Guha informed that he is not aware of the proposal being put forward by the convenor of the Digital committee seeking approval of the Board. KN clarified that there are 2 members in the Digital TV Network WG, e.g., Mr. Nikhil Kothari and Mr. Syed Imam - both were consulted, also proposal presented to Office Bearers and on their concurrence, thereafter to Board for approval following the complete process thoroughly.

The President informed the Board that clear advice has been given to UFM that Tower staircases have to be kept clear at all times and no further instructions are required in the matter. This is a basic fire-precaution and must be adhered to strictly.

The meeting ended with a 'Vote of Thanks'

URBANA ASSOCIATION OF APARTMENT OWNERS


President

URBANA ASSOCIATION OF APARTMENT OWNERS


Secretary