

Minutes of Meeting of 'Board of Managers' (BoM)

Held at B-1 Hall, Club Urbana

On 27th April, 2025

1. The meeting started at 10:15 against the schedule time of 10:00 due to lack of quorum initially
2. The meeting was called to order and President thanked the Board members present for attending the meeting and requested them to join for the National Anthem
3. The Board expressed strong condemnation of the recent ghastly act of terrorism and heinous crime at the Northern Border. A moment of silence was observed for the victims.
4. Out of 47 members – 13 members requested for LOA; Leave of Absence was granted to: S/Shri RS Bansal, Mamta Agarwal, Ritu Agarwal, Ashish Tekriwal, Aninda Palit, Tramila Dutta, Syed Imam, Sauvik Chakravarty, Ashesh Paul, Nidhi Goenka, Ajay Chaudhuri, N Krishnan, Jayanta Guha
5. The minutes of the previous meeting held on 16th March, 2025 as well as that of the SGM held on 16th March, 2025 were confirmed and approved by the members present
6. UCSF Election - The Board decided to convey to UCSF that elections for the year 2025–26 must be conducted as per their governing provisions and before elections are held, UCSF must present the audited financial results for all activities of 2025–26 in an AGM to their members
7. Winding Up of UWA-The Board discussed the implications of winding up UWA and advised the President and Secretary of UWA to take necessary action either in an AGM of their members or as deemed appropriate.
8. The Board was informed that the sound-restriction implemented on 19th February will end on 30th April. From 1st May onwards, the prevailing UFM guidelines will apply. Members may be advised by UFM to read the terms and conditions carefully when booking the community halls. It was also informed that there are no restrictions on in-house usage of sound system subject to taking care of neighbours comfort.
9. The President appreciated the efforts of tower captains and managers of Towers 2, 3, and 6 in managing Car-parking discipline. Tower Captains and Managers of Towers 1, 4, 5, and 7 were also acknowledged for their ongoing and existing contributions.

10. The persistent stench in Towers 2, 3 and 5 is unbearable and unacceptable. The President requested the Convenor, Technical Committee to propose technical solutions and assist UFM in resolving the matter. It was noted that Tower-5 issue on this score has been largely addressed. President mentioned to the house that Office-Bearers are regularly following up the maintenance issues with UFM
11. The President expressed concern over a recent incident where a pipeline breakdown left Tower-2 residents without water for an entire day. The Technical Committee was requested to work with UFM and ensure preventive measures are implemented across all towers to avoid such unpleasant experiences in future.
12. The President presented the March 2025 water-consumption report, substantial improvement in Tower 3 compared to February. The efforts of the tower managers and captains as also the Convenor-Water sub-Committee were appreciated.
13. The President requested completion of the task of incorporating UAAO Notice Board by including all 1170 members on the notice board and taking professional help of an agency if required.
14. Grievance Committee: It was noted that no new grievances were received in the past two months. All 10 previously reported complaints were resolved satisfactorily. The last meeting was held on 13th April 2025 (virtual) and future meetings to be convened as needed
15. Pet Committee: It was advised to complete the Pet vaccination database at the earliest as well as the Pet walker/handler details to be captured for accountability. It was also advised to Identify pet hygiene areas and recommend the penalties for violations. It was further requested to address the stray dog related measures
16. Medical Committee: Convenor, Medical Committee recommended appointment of H.P. Ghosh Hospital for health care support in addition to continuation of existing Medical Room services. The proposal was approved
17. **Security Committee:** There were no immediate issues requiring Board action and they submitted minutes of meeting dated 28th March 2025. Convenor requested for discussion on MyGate App.

Members of security committee raised objection that Mygate is being handled by a separate committee whereas the key requirement of Mygate is by the security committee, therefore, Mygate should be under the security committee. While there

was diverse view amongst the security committee members, the key observations were :

- Few members of security committee were in favour of having Mygate in security committee
- Few members stated that they do not possess due capabilities to manage Mygate as well as handle upgradation of the same.
- Few members stated that the key requirement is to have reports generated through Mygate which will enable them to monitor the process
- Few members were of the opinion that there is no need for a special committee for Mygate as the committee cannot do any updation, upgradation, modification in the Mygate app by themselves, all this is being done by the service providers, therefore, one person to be appointed to manage the Mygate.

In the midst of the counter views and comments, Mr. Kisor Nadhani clarified to the house:

- In the Office Bearers meeting on 17 Apr'25 he had explained to all Office Bearers including Security Convenor, again ratified by e-mail on same evening that: Entry/Exit of UFM Staff through **MyGate device** is recorded by Security Guards at Main Gate, who reports to CSO with whom UAAO Security committee co-ordinates/monitors.
- The Security Committee Portfolio allocation also lists clearly '**MyGate Control**' under Security committee:
- Responsibilities/Scope of Safety & Security Committee:
 - 1. **Guards: At Main Gate**, Towers, Central Lawn and periphery Road, monitoring duty, **attendance**, training, welfare etc.
 - 2. Parking: Vehicle tracking at Main Gate (incl Barrier), Guest parking (opp. to road side) and around Tower, Parking at Upper and Lower Basements (including related issues like carwashing, water logging & seepage, lighting, air circulation etc.), vehicle **tracking at MyGate**, Speed Breakers.
 - 3. Surveillance: CCTV, IT Network, Intercom, movement of household help, maids & driver, delivery, cabs, fit-out workers, **tracking at MyGate** (https://urbanaaaoo.in/ptadmin/assets/images/media/services/905686464_UAAO_Aesthetics_committee.pdf).

He re-iterated that everything related to Security Guards or UFM Contractual works at Mygate is complete Security Team's domain.

For clarity, he added that the responsibilities of 'Aesthetic & Misc' committee of which he is convenor, limited only to '*Enhance adaptation of MyGate, automation of Vehicles & People tracking*'. So, responsibility of handling MyGate devices or any issues related to the same including attendance is solely of Security Committee.

- He re-affirmed that responsibility his committee was to solely increase usage of Mygate by residents and due to their persistent follow up and awareness programme, primarily led by Ms. Smita Saraf, the penetration rate of Mygate has increased from 63% to 72%.
- Their other key area was to automation of vehicles tracking with Mygate, which despite continued efforts could not be implemented for want for necessary data.

With the above, he confirmed that his team has no more role with MyGate and as such he would like to remove 'MyGate' from the scope of 'Aesthetics & Misc.' committee with immediate effect. Though few members expressed that Mygate is a specialized subject and as Mr. Nadhani is from IT field he is more suitable to handle such activities because of his domain expertise and any comments given before should not to be considered and he should continue as the committee convenor and the same should remain under his command.

President expressed his affirmation with Managers and requested Mr. Nadhani to continue with MyGate but in spite of his requests Mr. Nadhani chose not to change his position stating that for the past couple of months he has been working judiciously along with Mr. Smita Saraf to improve the Mygate infrastructure in our complex in spite of being criticized several times by few members hence he will not like to change his decision to step down.

In view of the above, house agreed to accept his resignation from the responsibilities of Mygate and a new sub-committee will be formed comprising members from Security, HK, Finance who will jointly address the operational issues that may arise out of MyGate app..

18. Finance Committee: Convenor, Finance Committee updated the house about the report of the CA firm and the legal opinion submitted to BNRI and that the matter was pending before the BNRI. Discussions on the proposed GST issues related to CAM

where the value was below Rs. 7,500 was discussed in detail and it was decided to seek a legal opinion in the matter. A suggestion from a member seeking Audit of the UFM accounts before take-over by a reputed firm such as M/s LB Jha was taken up for consideration. After deliberation it was decided not to accept the proposal

Application of GST for residents with CAM less than 7500 per month.

After lot of deliberation it was unanimously agreed that this matter needs to be examined by the experts and appropriate legal opinion needs to be taken as because there were lot of divergent views amongst the CAM committee members as well as BOM. It is important to note that almost 50% flats in Urbana have monthly CAM less than 7500 and if electricity is treated as reimbursement, then this percentage might go up. Therefore it is important to have a proper assessment and expert opinion in the subject matter with key deliverables such as :

- The housing complex as large as Urbana having monthly CAM collection above 1 crore.
- Given the understanding that GST will not be applicable if monthly CAM is less than 7500, 50% of the residents will be out of the bracket.
- All the services are billed with GST then how input output credits will be set off and what would be the overall repercussion.
- Due to mismatch on input output credits what would be the impact on the CAM; CAM committee convenor confirmed that the impact would be close to 15-20 paise per sq. ft.
- What would be the process of account and transfer of cost amongst the residents with and without GST

President opined that as the subject matter involves almost 50% of the residents therefore any decision taken has to be taken with all due care and proper evaluation of the case therefore requested to the committee that they should identify an inhouse expert as well as external expert and assign them the job with quarterly defined deliverables and if possible lets have detailed discussion on this in the next board meeting.

Outstanding Invoices and payments

President informed house that he has collected information from UFM accounts, which indicates that as of 31st March 2025 the overall outstanding for UFM towards its vendors is Rs. 5 crores; against approx. 500 invoices, whereas the outstanding against CAM is only Rs. 80 Lakhs. This indicates that there is gross revenue loss of Rs. 3.2 – 4.2 crore. The matter was discussed in detail with the board managers and at the end the key comments of CAM committee convenor are as under :

1. UFM is incurring estimated annual loss of Rs. 120 Lacs towards the club and Rs 80 lacs from Bungalows area
2. The outstanding list referred includes all outstanding including the outstanding of BNRI vendors / club vendors/ bungalow vendors as well as invoices for the month of March, taken in March due financial year closure, which shall be due for payment in April.
3. As informed by CAM committee; BNRI has confirmed verbally that all the payments due as of 31st March 2025 shall be on account of BNRI and nothing will be transferred to UAAO upon takeover.

Finance committee informed that they are aware of liabilities and as per discussion with UFM and there is no amount is due on tower account except regular outstanding of Rs 70-80 Lacs.

President observed the following :

- How come payment for vendors for the month of October 2024 is due wherein payment for few vendors for the month of March 2025 has already been paid.
- Why UFM is not using FIFO system for making payments is it a fact that they are making payments based on influence of a vendor.
- Can we get in writing that all these outstanding will not be passed on to UAAO upon take over.
- Over last few months lot many committee convenor and Board Managers have been highlighting that getting things done from UFM is getting difficult day by day as UFM take plea that due to shortage of funds they are not in a position to pay for the proposal even if it is small requisition whereas CAM committee was always of the opinion that there is no shortage of money and the mismanagement is largely on account of UFM and they are trying to delay the things due to takeover whereas this outstanding list indicates otherwise.

19. Technical Committee: Convenor, Technical Committee briefed the house about the Gas pipeline proposal in detail. The feedback received from the PNG users was also informed to the House. Since BNRI has refused to pay the costs involved, it was decided to collect Rs. 8,000/- per LPG consumer in the UAAO account and that the work on this proposal should start immediately under the overall supervision of Convenor, Technical Committee and the entire work to be coordinated by UFM. The entire procurement process was to be carried out in consultation with the Convenor, Procurement Committee. The House advised to start the work immediately seeing the precarious condition of the Gas pipelines.

20. He also informed the house about the EV charger installation proposals of UFM and the house accepted the third proposal for laying of a 'Cable-tray' after 'Core-cutting' and drawing lines to the individual parking points. The costs for this would be borne by the applicants.

In response to the increasing number of electric vehicles (EVs) within the complex and growing demand for charging facilities, the Technical Committee convened to evaluate viable EV charging solutions. Three options were presented:

1. **Comprehensive EV Charging via CESC**

- Full-scale infrastructure enabling individual consumer connections with an estimated cost of Rs 10 Crs, but the challenge remains that of High CAPEX, making the model financially unviable at current demand levels (40 users). Further there will be uncertainty on distribution of the same to future residents. Further, how to make available that sort of financing.

2. **Multiple High-Capacity Charging Stations via Private Agencies (e.g., Jio, Tata, etc.)**

- Currently centralized, high-capacity stations at suitable locations have been placed and proposal is to increase numbers with estimated cost of Rs 4.7 crs. Although more affordable than Option 1, it still requires significant investment and challenge as stated in option 1 remains in this also.

Options 1 and 2, though technically feasible, were put **in abeyance** due to high CAPEX and unresolved issues around cost recovery, funding models, and long-term scalability.

3. **On-Demand Individual Connections through EV Service Providers in coordination with UFM**

- Though this option was not discussed in details, but with given back ground document presented, in view of viability and economic factors, this option is preferred one with given situation. In case of increase in consumers, option 1 can be explored at later stage. Issue with option 2 will also be of higher tariff being charged by service provider is Rs 21 per unit, where as with individual charges, as the consumption will be recorded to individual consumer, it will be approx. Rs 11 per unit. This option to make more meaningful to the EV users.

21. The issues related to the KMC Committee, Welfare Committee, Clean Urbana Committee Bank Branch proposal could not be taken up due to paucity of time. The Fire Committee was advised to hold their next meeting at the earliest to take up the pending issues.

22. CAM Defaulters: It was resolved to implement strict measures against CM defaulters which includes removal from WhatsApp groups and disallow participation in UCSF events.

23. It was informed that the next meeting of the Board would be held on 18th May, 2025 and the AGM would be held on 25th May, 2025.

24. Proposal for Establishment of UAAO Secretariat

RS has repeatedly submitted a request for having dedicated UAAO Secretariat to streamline administrative and financial operations of the UAAO. During one of meeting, alternate solutions were discussed — including the use of transcript-generating applications suggested by some members — none of these could be explored and implemented effectively.

Thus, to enhance the functioning and accountability of UAAO activities, it is proposed to establish a **UAAO Secretariat**, comprising the following personnel:

1. Secretary cum Coordinator

- Coordination of monthly meetings of all committees
- Coordination of office bearers' meetings
- Coordination of Board of Managers' meetings
- Preparation of Minutes of Meetings (MoMs) for all such meetings
- Support in general communication and administrative follow-ups

2. Accountant

- Maintenance of daily books of accounts
- Preparation of financial reports as required
- Assistance to the Finance Committee in periodic financial assessments and audits

25. The meeting ended with a 'Vote of Thanks'