

NOTE On assessing the utilisation of Insurance Claims received on account of Amphan.

This Committee was formed, based on Mr Sanjeev's Nandwani's (President UAAO) mail dated 15th July 2025. The task of this Committee was

1. Any errors noticed on the part of the organisations, committees, etc.
2. Any other issues that may be considered relevant by the Committee
3. Utilisation of Insurance Compensation received

Mr Nandwani also enclosed various mails and notes sent to him by Mr Kishore Nadhani, for consideration.

We would like to apologize for the delay in reporting which resulted from some of the Committee members having to constantly travel during this period.

ANY ERRORS NOTICED ON PART OF THE ORGANIZATION, COMMITTEE, ETC

Background

From what we were given to understand, the requirement for Committee arose as a result of certain issues raised at an EGM by certain residents regarding the expenditure incurred by BNRI / UFM, which were adjusted against the Claim Refund (CR) received from the Insurance Co.

- It is relevant to note the UWA Committees composition, during this period.

| | <u>2023 – 24</u> | <u>2022 - 23</u> | <u>2021 - 22</u> | <u>2020 - 21</u> | <u>2019 - 20</u> |
|---------------------------------|-----------------------------------|-------------------------|---|--|--|
| President | Pradeep Bhatia | Kisor Nadhani | Pradeep Bhatia | Sujit Bhattacharyya / Archana Sinha | Sanjiv Ganeriwala |
| Secretary | Tarun Basu | Tarun Basu | Shyam Sonika | Tarun Basu | Gopa Bhabani |
| <u>CAM Committee</u> | - | | | | |
| Convenor | Harish Kabra | Harish Kabra | R S Khetan | Anand Saraf | Kishore Nadhani / Anand Saraf |
| Co-Convenor | Sushil Khaitan | | Harish Kabra | Raja Saraogi | Raja Saraogi |
| | Vinod Kothari | Sunil Singhanian | Sushil Khaitan | Sushil Khaitan | Shyam Sonika / Sujit Bhattacharyya |
| | Uday Mukherjee Kishore Nadhani | Abhisekh Jalan | Uday Mukherjee Nikhil Kothari Kishore Nadhani Sunil Singhanian | | |

Some clarifications on the above

- In 2019 -20 Mr Nadhani had resigned as CAM Convenor around Nov/Dec 2019. Thereafter, A new CAM Team was formed by the UWA Committee, comprising of Anand Saraf, Raja Saraogi and Sujit Bhattacharyya
- In 2020 – 21, Mr Sujit Bhattacharyya resigned as President in April 2021 and Ms Archana Sinha took over as President.
- If we look for common threads in the Committee, the following gentlemen have been common either in the main Committee or CAM Committee

Mr Bhatia 2021-22, 2023-24
 Mr Basu 2020-21, 2022-23, 2023-24
 Mr Nadhani 2019-20, 2021-22, 2022-23, 2023-24
 Mr Kabra 2021-22, 2022-23, 2023-24

For the period upto 31-03-2020, Mr Anand Saraf had presented a detailed note on utilisation of the CR. This is attached, marked Annexure I. The relevant portion is at the end of the Report and is given below

Overview of Amphan Insurance Account – Expenses v/s Claims received

| Particulars | FY 21 Amount INR Lakhs | Remarks |
|--|---------------------------|---|
| Income (Claims received from TATA AIA) | 5.43 crores | Claims were received in four tranches in FY 21 - 20 lakhs - 10 lakhs - 5.79 lakhs - 507 lakhs |
| Expenses as of 31.03.2021 | 2.30 crores | - As per UFM data, amount spent = 2.30 crores |
| Amount Surplus / Not spent / Not allocated as of 31.03.2021 | 3.13 crores | - As per UFM data, surplus amount / not spent = INR 3.13 crores |
| | | - |
| 1) Repair & Maintenance | 1.72 crores | 1.72 crores has been spent primarily on repair of windows due to damage post Amphan, work done by two vendors. |
| 2) Site Maintenance | 4.22 lakhs | |
| 3) Purchase of Store & Spares | 51.66 lakhs | |
| | 2.30 crores | |

| | | |
|--|---------------------------|--|
| <p>4) Liability for Expense not done in FY 21</p> <p>(Provision for FY 22)</p> | <p>1.38 crores</p> | <p>This amount of 1.38 crores approx. has been booked as a liability for expense not yet done (provision) in FY 2021.</p> <p>As per UFM, this is planned to be spent in FY 22 on balance work.</p> |
|--|---------------------------|--|

As on 31-03 2020, Mr Saraf clearly states that from the Claim amount received, UFM / BNRI still had 3.13 cr in hand, after expenditure till that date of Rs 2.30 crores. Against this there was liability booked of 1.38 cr. Leaving Rs 1.75 cr as surplus.

Any other issues that may be considered relevant by the Committee

Observations:

During the tenure of 2019 – 20 UWA Committee, the CAM team Convenor during Mr K N Nadhani resigned towards the end of 2019 and the CAM Team was reconstituted by Mr S Ganeriwala / UWA with Anand Saraf as the Convenor along with Raja Saraogi and Sujit Bhattacharyya. This Team led by Mr Saraf, were able to bring down the CAM to Rs 2.40 with no adverse effects on the quality of service, after UFM had raised the CAM to Rs 2.75.

In July 2020 a new UWA Committee was formed with Sujit Bhattacharyya as the President and Mr Tarun Basu as the Secretary. The CAM team Convenor remained the same

While Covid was on the upswing, Amphan occurred during May 2020. The CAM Team along with the PST (de facto members) were liaising with UFM / BNRI on this and continued to do so, even post July 2020.

In March – April 2021 Sujit Bhattacharyya resigned as President and Dr Archana Sinha took over as the President.

There are a couple of points of importance to note.

- 1) We requested for meetings with Mr K N Nadhani, Mr H Kabra and Mr P Bhatia to help us put together the facts of what actually transpired.

We are grateful for their inputs and wish to acknowledge with our thanks for inputs received from Mr Kabra and Nadhani.

- a) Unfortunately, we could not meet with Mr Bhatia as he informed us that – *"Ref your mail below and our earlier communication I wish to reiterate that I have no further information to share."*
- 2) As per records, a meeting was held between BNRI and the UWA Executive Committee on 6th Dec 2021.

As per the MoM it was noted *All funds have been utilised. Zero balance against compensation amount received.*

The UWA was represented by Mr Pradeep Bhatia, President and Mr K L Lalani, Vice-President, Mr Anjan Bhabani, Mr Sourav Roy (both Jt Secretaries).

Points to note:

- a) There was no one from the CAM or Technical teams at this meeting, or for that matter from the past Teams that had been dealing with Amphan matter.

This we find quite remarkable. Till the previous Committee (2020 – 21) the CAM Committee of which the President & Secretary were de-facto Members, handled all matters connected with this topic.

It is noted that on 15/10/21 the then CAM Convenor communicated to Mr Bhatia and stated that “..... ***the CAM Team would focus solely on Tower CAM.....***”

The President at that time it appears, accepted this and we are not quite sure of what action he took thereafter to ensure that there was follow -up on the utilisation of the Insurance Compensation.

- b) There appears to have been no objections / protests or request for a thorough check by the UWA Committee, to the statement by BNRI / UFM.
- c) From records it appears that at the AGM in July 2022, there was also no mention regarding any dispute on the Insurance Compensation Account.
- d) We had hoped Mr Bhatia would be able to shed some light. But as mentioned above, we were told - *Ref your mail below and our earlier communication I wish to reiterate that I have no further information to share.*

We think it needs to be appreciated that, when BNRI / UFM first stated that all funds were utilised and no questions were raised and no serious follow-up investigation initiated by the UWA, it would not be improper for either BNRI / UFM to view the matter as “closed”.

In the period following (2022 – 23), some efforts were made and mails were exchanged between the UWA and BNRI, on the subject, but no records are available of a concerted effort to unravel exactly how the money was spent or to verify the validity of the expenditure. It is therefore apparent that there was a lack of monitoring or checking the expenditure or the validity of the expenses, following the Report produced by Mr Anand Saraf in March 2021.

Whilst considering all the data and notes provided, we found that little actually referred to Amphan follow-up.

During 2022 -23 -

When going through the MoMs available we found no mention of Amphan Insurance Claim – 25/07, 06/08, 20/08 11/10, 28/10, 15/11, 17/11, 28/11, 16/01, 11/02, 01/03, 12/04, 19/05,

Interestingly, in the meeting on 12/04/2022, it is recorded that – *KKN pointed out that for the last six months there was no review of CAM Accounts. It was high time that the CAM Committee*

In Minutes of Meeting of 22nd June 2023, there is the first reference to Amphan.

Given the above, we feel that there was a collective lack of sustained push to verify the nature of expenditure and whether it was justifiable.

During 2023 – 24 –

The question of Amphan Insurance Compensation was discussed at a couple of meetings. The Convenor of the CAM Team point blank refused to deal with Amphan and suggested a separate Team be formed. Sujit Bhattacharyya's (a member of the Committee) name was suggested but he declined to lead the Amphan sub-committee on the grounds that this had to be handled by the CAM Team. He offered to help via the CAM Team but this was never agreed and the matter was shelved.

The CAM Team were unwilling to deal with Insurance Compensation for Amphan without any reasonable grounds, however, no action nor any further initiative has been taken by the President on this, thereafter.

Faulty Windows and Liability

In this connection it seems that BNRI were let off the hook despite it being proven that the Windows supplied had Faulty Locking systems.

In this connection here are two Minutes of Meetings held:

- 1) In a meeting held on 24.05.2018 with the Directors & top management of BNRI and the UWA represented by M/s R.S. Agarwal, U.S. Mukhopadhyay, Jyoti Agarwal, Pradeep Bhatia and N Saraf the following was recorded

Windows:

BNRI is very much concerned about recent happenings. BNRI has contacted window expert from France to review the best solution and also informed that the experts already suggested some solutions. BNRI is confident about achieving a permanent solution

A copy of the MoM is attached under ANNEXURE II

- 2) In a meeting on 30.08.2020 with senior management of BNRI / UFM and the UWA represented by Sujit Bhattacharyya, Amitava Banerjee, Hemant Lodha, Anand Saraf and Ashesh Paul the following was recorded

| | | |
|---|--|--|
| <p>The resident's group require the report of root cause analysis of extensive damages of windows/doors during Amphan</p> | | <p>AKB explained that as per consultant engaged by BNRI, the main reason of some of the window shutters got damaged during AMPHAN is the failure of locking system. There are there multiple reasons including wear & tear, improper handling, workmanship etc. contributed.</p> |
|---|--|--|

The Copy of the MoM is attached as ANNEXURE III

From the Minutes of the Meetings in 2018 and in 2020 it is clearly proven that the Windows by both Vendors were not adequately secured and suitable for Urbana.

A defect was noticed in 2018 and another in 2020. Whether any action was taken in 2018 is unclear. Action was taken in 2020 & 2021. However, the quality of material installed seems to be suspect as many residents continue to complain about problems with their locking system and the exorbitant costs of repair / replacement.

The fact that this has not been driven home remains clear when, one considers that out of the 6.0+ cr. that BNRI / UFM claim to have spent from the Insurance compensation, approx Rs. 3.50 cr was spent on "repairing" windows and putting in typhoon locks. This problem still persists and residents are still complaining about the locks and quality even after replacements.

Of course, if BNRI engineers and the senior management had been vigilant enough in the first place, the damages owing to the defective windows would have been more limited or would not have occurred and thereby the claims would have been less. BNRI could claim, that the residents in actual fact, did not have to bear any expenses as they repaired the shortcomings.

This logic is defective for:

The residents may not have had to pay to upgrade the windows but the trauma and the damage to personal belongings are still not considered.

It also appears that the Window suppliers have been let off, scot-free. Not just that but it is rumoured that they have been given contracts for the new Towers coming up.

3) UTILISATION of INSURANCE COMPENSATION

1) Wherever, Work Orders have been issued by UFM, we presume these work orders were verified and found to be, in order.

- In many instances, the Work Order issued and the Billed amounts do not match. This has not been identified and verified.
- From the statements made available to us,
 - The W/Os and the Bills all show amounts without GST.
 - GST component is considered in the total expenses or not, not yet verified.
 - Benefits of the Input Tax Credit could not be ascertained.

2) Looking at the Different expenditures, our observations are as follows:

a) Typhoon Locks

- Aesthetik Billed 23,17,450 06/02 to 19/03 T 1, 2, 3, 5
53,17,774 BNRI says they spent / paid – no details
The two W/O are different so assume they were for separate supplies
- Nitson (NAPL) Billed 19,96,083 24.03.21 T 4, 6, 7
1,29,59, 268 BNRI says they spent – no details

We could not ascertain the number of windows in total in T 1, 2, 3, 5 and how many in 2, 4, 7. In spite of several follow ups, these figures were not provided.

Aesthetik = 76.35 lakhs
NAPL = 150.00 lakhs

i.e. almost double. It seems there are double the number of windows in 4, 6, 7.

We tried to get this information from the UFM, without success.

Observations:

(AA) TYPHOON LOCKS

A total of over Rs 2.00 cr was spent on Typhoon locks.

This was spent on rectifying a defect that that should actually be the liability of BNRI and the Vendor.

To ascertain the Vendor's culpability in the matter it would require documents pertaining to the Original Order placed with the Vendor and this was not locatable. . But the Builders cannot escape their role in this.

At least from what seems to have transpired since Amphan, the Vendors were not penalised for any sub-standard supplies. Or compensation sought. This, read with the two MoMs would indicate that BNRI accepted the fact that the responsibility for the defective windows, lay in their court.

It is understandable that an argument may be put forward that the money spent actually came from the Insurance, so how are the Residents' adversely affected?

The Argument against this would be

- This line of argument cannot be acceptable as it affects the safety and security of the residents. If Amphan had not happened, we would not have actually discovered the extent to which the windows were defective. When a 45 Floor high-rise is being built, it must be the responsibility of the builder, who supposedly has the expertise and employs professionals, to ensure that the construction and material supplied, adhere to norms for safety / security required.

It would be interesting to note whether typhoon locks are being supplied in Phase II. If not, Residents who have booked in Phase II should take this up with the Promoters.

On the other hand, if they are, then it only goes to show that it should have been supplied in the first place and either, the Vendor or BNRI were negligent in their delivery.

- Having supplied defective windows in the 1st place, BNRI cannot hide behind the excuse that the money was spent from Insurance funds received.
If that is the argument that is put forward, then BNRI should refund the Insurance premium paid and debited to CAM upto 2020. Simply because if there had been no Insurance, then BNRI would have had to shoulder the responsibility.

Further,

Several of the Expenses shown are questionable

- Window Repairs - Besides the Locks, it appears that an amount of Rs 1.52 cr was spent on Window repair.
 - a) What work was done?
 - b) How much of this was a result of defective windows in the 1st place and should be the BNRI / Vendors responsibility?
- Silicon Work – Approx Rs 44.63 lakhs was spent on silicon work. Yet, since then, there have been several instances of water seepage through the windows and supposedly repair work has been carried out.

In fact even recently posts were seen which stated, that silicon work is being carried out, even now.

This would obviously mean that either the work carried out earlier was not properly supervised or inspected or of very poor quality. And till date the same system is going on, against which CAM money is used to pay for the repair work.

- Squash Courts Repairs to the Squash Court owing to Amphan Damage?
Even though this may be a small amount, if regular Maintenance work would have been carried out, then this expenses would not have been covered from the Insurance money.
- Similarly there are some other expenses which on the face of it, seems to have been normal maintenance that has been included

| | | | | | | |
|--------------------------|--|----------------|-------------------|------------|---|------------|
| Sneha Enterprise | Supply of Speed Bumper | Infrastructure | UFM/PO/21-22/563A | 14,040.00 | BN 774 Dt. 01.09.21 | 14,040.00 |
| Sneha Enterprise | rectification speed bumper | Infrastructure | UFM/WO/21-22/418 | 2,160.00 | | |
| Swastika & Associates | | | UFM/WO/20-21/347A | 60,361.00 | BN 3 Dt. 22.07.21 | 60,361.00 |
| C & B Powergen Pvt. Ltd. | 1500KVA DG set repairing at tower-7 | towers | WO-257A | 60,000.00 | BN 74 Dt. 02.09.20 | 60,000.00 |
| G & B Fire Solution | Supply & Installation of Irrigation pipe line | | UFM/WO/21-22/450 | 17,000.00 | | |
| Hydraulic Engineers | Polyurethane injection grouting work at Basement 1&2 roof slab | Basement | UFM/WO/20-21/328 | 250,800.00 | BN 305 Dt. 16.03.21 | |
| Hydraulic Engineers | Polyurethane injection grouting work at Basement 1&2 roof slab | Basement | UFM/WO/21-22/400A | 419,100.00 | BN 101 Dt. 29.07.21 and BN 197 Dt. 23.10.21 | 419,100.00 |

Can these be as a result of Amphan? There are other instances too where we have given the benefit of doubt to the UFM.

Conclusion from the above

BNRI were fully aware that the windows supplied to Urbana had defects/ sub-standard. This was confirmed by consultants appointed by themselves.

- It is beyond doubt, based on experts appointed by BNRI, the windows provided by them, were defective/ sub-standard for the hi-rise.
This is proven through
 - The MoM of 24.05.2018. Perhaps the two Board Members who were present at this meeting, could elaborate on the problem that was faced at that time.

- (ii) The MoM of 13.08.2020 where BNRI admitted that the locking system were defective.
- b) It appears that the Matter **was not taken up vigorously enough by the UWA**, following the note presented by the CAM Convenor for 2020 – 21. No MoMs on the matter has been submitted. Just exchanging a few mails is hardly proof of vigorously working for the Residents' Benefit.

With all this on record, the fact that the Committees accepted BNRI's version that all the money was spent, also raises questions on the seriousness with which this was approached by the Committees of 2021 onwards.

Going through the information at hand, it appears that BNRI allowed the vendors to escape all liability. This can be for two reasons

- A) BNRI could not put the blame on the vendors as they knew that in some manner the fault lay with them.
OR
- B) The BNRI / UFM management had little concern since they had the Insurance Funds. This would be a flaw in good management as, over-riding their customers' interests, they kept the vendor safeguarded.

None of this, it appears was questioned by any UWA CAM Team / Committee from 2021-22 onwards.

Conclusion:

As discussed above, it was the collective failure by the CAM/ UWA Executive Committee members wherein no rigorous follow-up was made and neither BNRI nor UFM were held responsible for the supply of defective windows at their end.

It is a fact that at the time when the BNRI issued the statement that the entire Amphan insurance money has been utilised, no one asked for any accountability at that time, which is deemed to be acceptance of the statement. Re-opening of such issue might not result into any financial recovery as UAAO is in the process of taking the handover from the BNRI and UWA is non-functional.

After having gone through all documents available, we do not think any blame can be pinned on any single person for lack of follow up, etc. However, other than some cursory emails being exchanged between the Committee and BNRI / UFM there appears to be **no real effort** at getting into the details of expenditure post 31.03.2020.

In our opinion, there is little that can be achieved by pursuing this further.

S. Bhattacharyya
A. Jalan

ANNEXURE - I



UFM CAM Review - report prepared by UWA CAM Team 2020-2021

Period of review:

April 2020 till March 2021

This is a follow up review note to the last CAM review note shared in September – October 2020 (for period April 2020 till July 2020).

Key Information:

- 1) The review conducted by the CAM TEAM is based on **MIS reports as of 31.03.2021 as provided by UFM in excel sheet over email**. UFM has not provided the Audited FY 20, FY 21 financials. CAM team does not certify the veracity of data provided by UFM.
- 2) The ongoing and past accumulated losses on account of CAM are being funded through an Overdraft against Deposits (loan) facility, created against the deposits of owners which have been partially pledged to a lender (Bank).
- 3) Surplus of **INR 3.13 crores** on account of Amphan 2020 Insurance claims – remains unspent as of 31.02.2021.
 - Receipts = 5.43 crores
 - Expenses= 2.30 crores
- 4) In early 2020, the CAM Team 2020 had been observed that there were certain components of common expenses which should have been allocated to BNRI. CAM Team has ensured elimination of such expenses in Tower CAM estimates since April - May 2020. However, in the absence of relevant evidence, the CAM Team is unable to report if such amounts (to be collected since inception) due to UFM have been received from BNRI.

Executive Summary:

Tower CAM:

- Net deficit of INR 1.11 crores as of Financial Year ended 31.03.2021
- The deficit is primarily due to incremental (higher than usual average) expenditure towards site maintenance, sanitization of premises, landscaping work, breakdown due to wear and tear, other repairs and maintenance, especially in the last 6 - 7 months of the Financial Year ended 31.03.2021.

Some major one time capex incurred on Purchase & Stores, Repairs, Site Maintenance expenses (worth 70 lakh plus) include:

- 1) Replacement of Resin worth approx. = **17.60 lakhs**
- 2) REPLACEMENT Purchase of Street lights, LED Rope Lights, LED panel light for lift lobby, LED Spikle lights, LED display controller etc. for central lawn, for all towers, electrical meter with accessories for Club house = **15 lakhs plus**
- 3) WTP Pre Treatment system overhauling, PRV Spares Spare parts for domestic pump, Flow meter etc, grouting work at Basement 2 slab, Aerator tanks cleaning = **27 lakhs plus**
- 4) Replacement equipment for lawn greens maintenance, manures for landscape work, seasonal plant = **10 lakhs plus**

Club Subscription

- Surplus of INR 15 lakhs approx. as of Financial Year ended 31.03.2021
 - a. Expenses: 1.73 crores
 - b. Income: 1.88 crores



Restaurant operations

- Deficit of INR 34 lakhs as of Financial Year ended 31.03.2021
 - a. Expenses: 76.26 lakhs
 - b. Income: 42.26 lakhs

Consolidated Basis (Club + Restaurant)

On a consolidated basis, Club and Restaurant operations are at a deficit of INR 18.93 LAKHS for the financial year ended 31.03.2021.

- a. Expenses: 2.49 crores approx.
- b. Income: 2.30 crores approx.

As we have shared in the previous review (September - October 2020) as well, the Club Restaurant, currently being operated by BNRI/UFM is a financially unviable unit (operation losses are currently pegged at about INR 3.52 lakhs per month, down from 7 - 8 lakhs last financial year). BNRI has stopped funding the losses towards club deficit.

For any other queries on CAM review, please email your query to uwa.camteam2020@gmail.com

For better clarity of information, this report should be read in continuity of Our earlier published CAM reports.

Thank you and Best,

UWA CAM TEAM 2020-2021

DETAILED CAM REVIEW NOTE – FINANCIAL YEAR ENDED 31st March 2021

**Key Highlights of Review
Tower CAM - FY 21**

1) As per UFM financials, there was a deficit of INR 1.11 crores in Tower CAM for the period April 2020 till March 2021.

| Tower CAM (April – March 2021) | Amount in Lakhs | Monthly Average (August till December) |
|-----------------------------------|-----------------|---|
| Income | 1140.46 | Average monthly income is 95.01 lakhs |
| Expenses | 1251.49 | Average monthly spend is 104.29 lakhs |
| Deficit | 111.33 | Average monthly deficit is 9.28 lakhs |

2) As per Sept-October 2020 CAM update, there was accumulated savings of 34.54 lakhs approx. mainly due to one-time savings and deferred site maintenance expenses. These savings were completely offset by incremental expenditure between August and December 2020.

Enclosed below is the break up where savings of 34.54 lakhs was spent from July - August till December 2020

| Tower CAM Expenses | Amount spent between August 2020 and December 2020 INR in Lakhs (MONTHLY) | Monthly Average (April 2020 till December 2020) | Extra spend - Remarks on the Difference amount spent post 5 months of lockdown. |
|-----------------------|--|--|---|
| Electricity | 25.65 lakhs | 23.73 lakhs | 1.92 lakhs per month incremental (9.6 lakhs for 5 months) |
| Security | 20.41 lakhs | 19.10 lakhs | 1.31 lakhs per month incremental (6.55 lakhs for 5 months) |
| Housekeeping | 8.53 lakhs | 8.00 lakhs | 0.53 lakhs per month incremental (2.65 lakhs for 5 months) |
| Purchase and Stores | 4.94 lakhs | 2.94 lakhs | 2.00 lakhs per month incremental (10 lakhs for 5 months) |
| Site Maintenance | 3.24 lakhs | 2.02 lakhs | 1.22 lakhs per month incremental (6.10 lakhs for 5 months) |
| | | | Total incremental spend in 5 months = 34.90 lakhs |

Club Subscription Fee (Club + Restaurant combined)

| Club Subscription | Urbana | Average Monthly Amount in Lakhs (August till December) | Monthly Average (April till March 2021) | Total Amount (April 2020 till March 2021) |
|-------------------|--------|--|---|---|
| Income | | 15.53 lakhs | 19.20 lakhs | 230.37 lakhs |
| Expenses | | 12.91 lakhs | 20.77 lakhs | 249.30 lakhs |
| Deficit | | 2.62 lakhs | 1.57 lakhs | 18.93 lakhs |

Club financials ex Restaurant (without restaurant figures) : If we do not consider restaurant operations, then there has been a monthly average surplus of INR 1.25 lakhs per month for the period April till March 2021, aggregating to approx. INR 15 lakhs.

This was primarily due to savings on electricity in select few months of total lockdown in April - June 2020, reduction in salaries of club staff, deferred Maintenance expenses in Club due to lockdown.

Restaurant Operations

| Club Subscription | Urbana | Average Monthly Amount in Lakhs (August 2020 till December 2020) | Monthly Average (April till March 2021) | Total Amount (April till March 2021) |
|-------------------|--------|--|---|--------------------------------------|
| Income | | 3.47 lakhs | 3.52 lakhs | 42.26 lakhs |
| Expenses | | 5.95 lakhs | 6.35 lakhs | 76.26 lakhs |
| Deficit/ Loss | | 2.48 lakhs | 3.40 lakhs | 30.55 lakhs |

- Average Loss of 3.52 lakhs per month in restaurant operations (April 2020 till March 2021) – this amounts to 34.00 lakhs approx.
- Club Restaurant, currently being operated by BNRI/UFM is a loss making /financially unviable unit. Club Restaurant operation losses (currently pegged at about INR 3.52 lakhs per month, down from about 7 - 8 lakhs p.m. in FY 20).

Overview of Major Expense Heads – Tower CAM

| Particulars | FY 21 Monthly average Amount INR Lakhs | Remarks |
|---|--|---|
| Electricity charges | 24.17 | Increase in month of March 2021 – by 2.50 – 3.00 lakhs approx |
| Security Services | 19.68 | Increase in monthly amount by INR 1.40 lakhs approx since Feb and march 2021 |
| Synergy HK +Electrician + Lift technician | 8.30 | Increase in monthly amount by INR 0.67 lakhs since Feb and march 2021 |
| SAMS Facilities (HK +Pump operator) | 3.46 | |
| AMC – Lift (Mitsubishi + Thyss) | 5.24 | |
| Crystal Salt / brine / Granules etc | 3.08 | Reduced drastically as compared FY 20, FY 19. |
| Purchase & Store Items | 5.50 | Increase due to higher expenses owing to breakdown, wear and tear. |
| Site Maintenance (R&M) expenses | 6.64 | Increase due to higher expenses owing to breakdown, wear and tear. |
| Salary & Remuneration | 4.00 | |
| Insurance Policy Premium (Fire++) | 4.51 | Increase in monthly amount by 1.93 lakhs due to increase in premium at time of renewal in 2020. |
| Total of Top 10 expense heads | 84.58 lakhs p.m. | <ul style="list-style-type: none"> ✓ Total monthly income = INR 95.01 lakhs per month. (Annual amount = INR 11.40 crores) ✓ Total monthly expenses average = INR 1.04 crores per month. ✓ Total monthly deficit as of FY 21 = 9.28 lakhs per month. ✓ Top 10 expense heads INR = 84.58 lakhs per month <p>(these contribute 81.10 % of Tower CAM expenses)</p> |

- Above Top 10 expenses account for **81.10 % of total Monthly Expenses** on account of Monthly Tower CAM charges
- **Top 3 Fixed Cost (expense) heads** are Electricity, Security, HK + Electricians, **accounting for 50% of total Monthly Expenses** on account of Monthly Tower CAM charges (52.15 / 104.29 lakhs)
- Owing to breakdowns, wear and tear, replacement purchases, some preventive maintenance, there were one time higher spends on Purchase and Store Items, Site Maintenance Expenses to the tune of **INR 70 lakhs plus approx.**
- There was a significant jump of Monthly insurance premium by almost 1.93 lakhs when the policy was renewed in late 2020 (Oct-Dec quarter). The monthly amount increased from 2.58 lakhs to 4.51 lakhs per month.
- Monthly deficit of 9.28 lakhs average is primarily due to increase in expenses on account of:
 - Purchase & Stores
 - Site Maintenance Expenses (including repair and maintenance)
 - Increased Electricity consumption post lockdown

Overview of Top Expense Heads – Club Subscription Fee (excluding restaurant operations)

| Particulars | FY 21 Monthly average Amount INR Lakhs | Remarks |
|--------------------------------------|--|---|
| Electricity charges | 4.04 | Increase in Jan- March 2021 quarter – 1.00 lakhs per month approx. |
| Security Services | 1.44 | |
| Housekeeping (Cleantech AMC) | 0.87 | |
| AMC Air conditioning (Voltas) | 0.95 | |
| Brine Solution | 0.34 | |
| AMC FIRE Detection (Siemens) | 0.38 | |
| Purchase & Store Items | 1.37 | Increase due to higher expenses owing to breakdown, replacement etc. |
| Site Maintenance (R&M) expenses | 1.66 | Increase due to higher expenses owing to breakdown, replacement etc. |
| Salary & Remuneration | 0.49 | |
| AMC Swimming Pool | 0.45 | |
| Total of Top 10 expense heads | 12.00 lakhs p.m. | <ul style="list-style-type: none"> ✓ Total Monthly average income = INR 15.67 lakhs p.m. (Annual amount = 1.88 crores approx.) ✓ Expenses - monthly average = INR 14.42 lakhs per month (Annual Amount = 1.73 crores approx). ✓ Monthly surplus = 1.25 lakhs (this does not include restaurant operation figures) – annual surplus = 15 lakhs approx. ✓ -Top 10 expense heads = INR 12.00 lakhs per month (Annual amount = 1.44 crores) ✓ (these 10 expense heads contribute 83.21 % of Club Monthly expenses) ✓ These 10 expense heads are fixed in nature with very little variable nature of expenses are most are fixed AMCs. |

Overview of Top Expense Heads – Restaurant operations

| Particulars | FY 21 Monthly average Amount INR Lakhs | Remarks |
|--------------------------------------|--|---|
| Consumption of Food Ingredients | 1.92 | Increase in Jan- March 2021 quarter – 1.00 lakhs per month approx |
| Container, Foils, Water etc. | 0.35 | |
| Staff Food | 0.26 | |
| Salary | 1.54 | |
| Manpower (Outsourced) | 2.08 | This has gradually reduced from 2.37 lakhs to 1.69 lakhs per month by end of March 2021. |
| Total of Top 10 expense heads | 6.15 lakhs p.m. | <ul style="list-style-type: none"> ✓ Total Monthly average income = INR 3.52 lakhs p.m. <ul style="list-style-type: none"> ○ (Annual amount = INR 42.26 lakhs approx.) ✓ Total monthly expenses average = INR 6.35 lakhs per month. <ul style="list-style-type: none"> ○ (Annual Amount = INR 76.26 lakhs approx.) ✓ Total avg. monthly loss = INR 2.83 lakhs per month <ul style="list-style-type: none"> ○ (Annual Amount = INR 34 lakhs) ○ Top 5 expense heads = 6.15 p.m. (Annual Amount = 73.80 lakhs) ✓ these 5 expense heads contribute 97 % of Club Restaurant Monthly expenses. |

Overview of Amphan Insurance Account – Expenses v/s Claims received

| Particulars | FY 21 Amount INR Lakhs | Remarks |
|---|---------------------------|---|
| Income (Claims received from TATA AIA) | 5.43 crores | Claims were received in four tranches in FY 21 - 20 lakhs - 10 lakhs - 5.79 lakhs - 507 lakhs |
| Expenses as of 31.03.2021 | 2.30 crores | - As per UFM data, amount spent = 2.30 crores |
| Amount Surplus / Not spent / Not allocated as of 31.03.2021 | 3.13 crores | - As per UFM data, surplus amount / not spent = INR 3.13 crores |
| | | - |
| 1) Repair & Maintenance | 1.72 crores | 1.72 crores has been spent primarily on repair of windows due to damage post Amphan, work done by two vendors. |
| 2) Site Maintenance | 4.22 lakhs | |
| 3) Purchase of Store & Spares | 51.66 lakhs | |
| | 2.30 crores | |
| 4) Liability for Expense not done in FY 21 (Provision for FY 22) | 1.38 crores | This amount of 1.38 crores approx. has been booked as a liability for expense not yet done (provision) in FY 2021. As per UFM, this is planned to be spent in FY 22 on balance work. |

For any other queries on CAM review, please email your query to uwa.camteam2020@gmail.com

For better clarity of information, this report should be read in continuity of Our earlier published CAM reports.

Thank you and Best,

UWA CAM TEAM 2020-2021

ANNEXURE II

Points Discussed with Urbana Team and the Owners' Representatives on 24th May 2018 at 4:30 PM at Urbana Board Room

Present:

Urbana Management represented by:

1. Mr. P. K. Sureka - Director
2. Mr. R. K. Bachawat - Director
3. Ms. Devjani Mukherjee – Senior Vice President, Sales & Marketing
4. Mr. Avijit Bose – Assistant Vice President, Contracts
5. Mr. Durgadas Sarcar – General Manager, Administration
6. Ms. Arpita Dasgupta – Senior Manager, Customer Care & Hand Over

Apartment Allottees represented by:

1. Mr. R. S. Agarwal – T3/ 2901
2. Mr. U. S. Mukhopadhyaya – T4/0802
3. Mr. Jyoti Agarwal – T7/ 3406
4. Mr. Pradeep Bhatia – T1/2004
5. Mr. N. Saraf – T2/ 3202

1. Smelly Water:

BNRI informed that they are changing the whole Ringman Network and then switchover to Main Supply to Towers. During Switch over they require a long shutdown of the main water supply line. However, Mr. Mukhopadhyaya suggested 'Source By Pass Scheme', which may reduce the shutdown time and in future ensure uninterrupted supply of water to tower during maintenance. Mr. Sureka assured they will take the opinion of technical experts and also involve Residents of Urbana (Mr. U. S. Mukhopadhyaya) for their opinion.

2. Windows:

BNRI is very much concerned about recent happenings. BNRI has contacted window expert from France to review the best solution and also informed that the experts already suggested some solutions. BNRI is confident about achieving a permanent solution.

3. Lifts:

Recent malfunctioning of the Club House Lift has been checked and identified. Necessary action has been taken by the manufacturer.

Additional safety – installation intercom and additional hooter at all the towers Reception area and Club House Reception shall be undertaken in consultation with the manufacture.

Possibilities of CCTV in all the lifts including the ones at the Towers and basement parking area shall be discussed with the manufacturers

4. In Technical Meetings, Residents' technical expert (Mr. U. S. Mukhopadhyaya) to be invited for their opinion

5. Uneven Basement Staircase to Parking area:

BNRI will take appropriate remedial action

6. CAM Charges:

Residents' Group requested BNRI to start the CAM charges for T3, 4 & 5 from October, 2018

7. Vehicle Parking:

Residents' Representative requested BNRI that Residents' vehicle shall not be parked in visitors' parking. Clamping of vehicle tyres will also be done if necessary. In case of violation a Fine of Rs. 1000/ (one thousand only) per day to be imposed on the violator.

8. Registration:

BNRI requested to increase the frequency of Flat Registration

9. Further Transfer of Lease:

Residents Representative requested BNRI not to charge for transfer of lease, as per MOM held on 30/04/2017 and they had then given the undertaking.

10. Club Readmission Charges:

BNRI proposed that if Club Maintenance fee are unpaid for 3 months, 'Readmission Charges' should be levied. Residents' Representatives requested the time limit be increased to 6 months.

ANNEXURE III

| Minutes Of Meeting | | | | |
|----------------------------|---|--|--|---|
| BNRI | | ATTENDEES: | | UWA |
| Sl.No. | | | | Vendors |
| 1 | 1. Amit Kumar Bhattacharya (AKB) VP Project | 2. Sujit Bhattacharya (SB) | | Aesthetic (Mr. Sunil Jha) |
| 2 | 3. Elangovan Ramachandran Asst. VP Project (ER) | 4. Tarun Basu (TB) | | NAPL (Mr. Mish) |
| 3 | 5. Sujit Majumdar-Dy. GM Engineering MEP (SM) | 6. Amitava Banerjee (AB) | | |
| 4 | 7. Pulak Laha -Assistant Manager Projects (PL) | 8. Hemant Lodha (HL) | | |
| 5 | 9. Subrata Chakraborty Construction Manager (SC) | 10. Anand Saraf (AS) | | |
| 6 | 11. Arpita Dasgupta Sr. Mgr Cust Care & Handover (ADG) | 12. Asesh Paul (AP) | | |
| DATE: 13th Aug 2020 | | | | |
| SL No | The Resident's Group Remarks | Vendor Remarks | BNRI Remarks | Timeline / Periodicity |
| 1 | The residents group require the data regarding the repair plan for windows, floors, ceilings tower & tower vise | NAPL and Aesthetic agreed to complete the window repair works on before 15/09/2020 | BNRI team will follow up. PL & SC to assist in the whole process | <p>Window rectification status is mentioned in the spread sheet.</p> <p>False Ceiling schedule shall be given by next week.</p> <p>Wooden Flooring is in procurement stage. We shall let you know shortly about the same.</p> <p>Seepage rectification schedule shall be provided by next week.</p> |

ANNEXURE III

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|---|--|---|---|---|
| 2 | The residents group require the unpriced Agreement Copy which covers Scope of works, time schedule, manpower requirement, payment terms (financial details not required), delay & penalty clause, test requirements, maintenance / defects liability period, liquidity damages if any etc. | | Agreed to incorporate the defect liability period. | Shall look into the feasibility. |
| 3 | The resident's group require the report of root cause analysis of extensive damages of windows/doors during Amphan | | AKB explained that as per consultant engaged by BNRI, the main reason of some of the window shutters got damaged during AMPHAN is the failure of locking system. There are there multiple reasons including wear & tear, improper handling, workmanship etc. contributed. | |
| 4 | The resident's group require Quality Assurance Plan to be provided Installation and Maintenance Guidelines/ Manual to be provided | Both NAPL & Aesthetic agreed to provide the same | | |
| 5 | The resident's group has requested for window mock up installation along with water testing | Both the vendors agreed to do the needful. | BNRI agreed to the same. Date has been fixed . PL & SC shall coordinate with ADG regarding the suitable date and timing. | NAPL: 18 Aug'20 @ T4, time to be proposed and agreed AESTHETIC: 22 Aug'20 @ T5, time to be proposed and agreed |

ANNEXURE III

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|----|---|--|---|--------------------------|
| 6 | The residents group enquired about the teams present at site currently for both the vendors and have requested NAPL to increase 2 more teams. | NAPL has currently 3 teams. They have agreed and confirmed to mobilise 1 (one) more team from Monday and shall try to engage another team total 5 (five) teams as early as possible to work concurrently to mitigate progress lagging. Aesthetic have 4 teams now and they will work with their current manpower. | BNRI advised both NAPL and Aesthetic to achieve the target date 15 August 2020. | |
| 7 | The resident's group wanted the wind load testing of newly manufactured windows by random sampling (5% sampling at least of total production) in an approved laboratory. | The testing of mock up windows conducted at the approved laboratory as per the ITP | | |
| 8 | The resident's group requires a write up on why it takes so long per flat and detailed work that is done with few pictures to circulate and to make the The resident's understand about the details | | BNRI field team to provide the same | By next week |
| 9 | The resident's group require a write up on realignment of the windows and typhoon locks on all windows | | BNRI field team to provide the same | By next week |
| 10 | The Resident's group require the work update twice a week instead of once a week. | | Currently we send the report on the last working day of each week. ADG to coordinate with PL & SC to send the biweekly report scheduled on every Wednesday & Saturday. | Applicable from 19.08.20 |